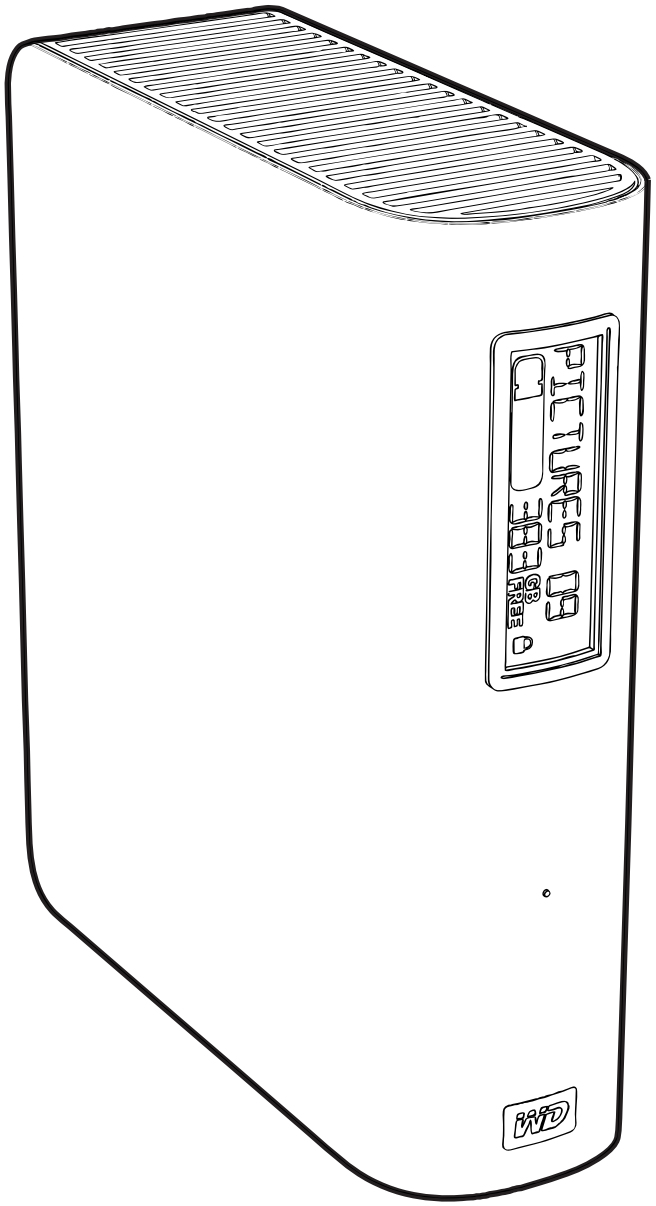
My Book®
Elite™
User Manual



Western Digital®

External Desktop

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at *support.wdc.com*. If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wdc.com*.

Accessing Online Support

Visit our product support website at *support.wdc.com* and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Asia Pacific**	
English	800.ASK.4WDC	Australia	1 800 42 9861
	(800.275.4932)	China	800 820 6682/+65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU	Indonesia	+803 852 9439
	(00800 27549338)	Japan	00 531 650442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number is available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

Table of Contents

WD Service and Support ii
Accessing Online Support ii
Contacting WD Technical Support ii

1 About Your WD Drive 1

Features 1
Kit Contents 2
Optional Accessories 2
Operating System Compatibility 3
Disk Drive Format 3
Physical Description 3
Indicators 4
Power Button 5
Drive Interface 5
Kensington® Security Slot 5
Registering Your WD Product 5
Handling Precautions 6

2 Connecting the Drive and Getting Started 7

Connecting the Drive 7
Getting Started with the WD SmartWare Software 10
WD SmartWare Overview 14
WD SmartWare Home Screen 14
Viewing the Info/Online Help Topics 15
Getting Started Without WD SmartWare Software 15
Hiding the WD SmartWare Virtual CD 16
Showing the WD SmartWare Virtual CD 18

3 Backing Up Your Computer Files 20

About Backing Up Your Computer Files 20
Backing It All Up 22
Advanced Backup Capabilities 23
Selecting Specific Content to Back Up 23
Changing the Backup Software Settings 24

4 Retrieving Backed Up Files 27

About Retrieving Files 27
Retrieving a File 27
Retrieving a Folder 30
Retrieving an Earlier Version of a File or Deleted Files 30
Retrieving All of Your Content 30

5 Locking and Unlocking Your Drive 31

Password Protecting Your Drive. 31
Unlocking Your Drive 32
Unlocking Your Drive with the WD SmartWare Software. 33
Unlocking Your Drive Without the WD SmartWare Software 33
Turning Off the Drive Lock Feature. 34
Changing Your Password 35

6 Managing and Customizing Your Drive 36

Using the WD SmartWare Icon. 36
Opening WD SmartWare Software 36
Checking Drive Status 36
Monitoring Icon Alerts. 37
Safely Disconnecting the Drive. 37
Using the WD SmartWare Icon. 37
Using the Drive Power Button 37
Customizing Your Software Settings 38
Specifying a Different Retrieve Folder 38
Setting the Preferences Options 39
Customizing Your Drive Settings 39
Specifying a Name for Your Drive 41
Registering Your Drive 41
Setting the Drive Sleep Timer. 42
Erasing Your Drive 42
Showing or Hiding the Virtual CD Icon. 45
Enabling the Backup and Retrieve Functions. 46
Uninstalling the WD SmartWare Software 46
Uninstalling on Windows XP. 46
Uninstalling on Windows Vista or Windows 7 46

7 Checking Drive Health 47

8 Using the Drive with a Mac 49

Reformatting the Drive 49
Connecting the Drive and Getting Started 49
Enhancing Performance with WD +TURBO 50
Installing the WD SmartWare Software 52
Getting Started with the WD SmartWare Software 53
The WD SmartWare Home Screen 55
Using the WD SmartWare Icon. 56
Opening the WD SmartWare Software. 56
Checking Drive Status 57

Safely Dismounting the Drive 58
Using the WD SmartWare Icon. 58
Using the My Book Icon 59
Using the Drive Power Button 60
Unlocking the Drive 60
Unlocking Your Drive with the WD SmartWare Software. 60
Unlocking Your Drive Without the WD SmartWare Software 61
Uninstalling WD SmartWare Software 62

9 Troubleshooting 64

Installing, Partitioning, and Formatting the Drive 64
Frequently Asked Questions. 64

A Installing an SES Driver 66

Installing on Windows XP Computers 66
Installing the Driver Automatically 66
Installing the Driver Manually 68
Installing on Windows Vista Computers. 70
Installing the Driver Automatically 70
Installing the Driver Manually 71
Installing on Windows 7 Computers. 73

B Compliance and Warranty Information. 75

Regulatory Compliance 75
FCC Class B Information 75
ICES/NMB-003 Compliance. 75
Safety Compliance 75
CE Compliance For Europe 75
GS Mark (Germany only) 75
KCC Notice (Republic of Korea only) 76
Environmental Compliance (China). 76
Warranty Information 76
Obtaining Service 76
Limited Warranty 76

Index. 78

1

About Your WD Drive

Welcome to your My Book™ Elite™ external hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition features a customizable smart display to identify what's on your drive, visual automatic, continuous backup software, and drive lock security protection. The new sleeker design brings beauty and brains together.

WD's best-selling My Book Elite USB external hard drive features WD SmartWare software that backs up your data automatically and continuously, shows your backup as it happens, and brings back lost files effortlessly.

This chapter includes the following topics:

Features
Kit Contents
Optional Accessories
Operating System Compatibility
Disk Drive Format
Physical Description
Registering Your WD Product
Handling Precautions

Features

Major features of the My Book Elite drive include:

Smart display—Create your own personalized drive label to remind you what's stored on each drive. You can even view the label when the drive is unplugged. The display also includes available capacity and security status.

Smaller, sleeker, more streamlined design—We've made these award-winning drives even smaller, sleeker, and more elegant. As always, this book-like shape takes up less space on your desk and allows two or more My Book drives to nestle neatly together like volumes on a shelf.

WD SmartWare™ software—An easy-to-use backup solution that gives you the power to:

- Protect your data automatically—Relax! Your data is secure. Automatic, continuous backup will instantly make a second copy whenever you add or change a file.
- See your backup as it happens—Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Bring back lost files effortlessly—Retrieve your valuable data to its original location whether you've lost all your data, deleted a file, or just overwritten an important file.
- Take control - Customize your backup, set drive security, run diagnostics, manage the power settings, and more from the WD SmartWare control center.
- Drive lock—Gain peace of mind knowing that your data is protected from unauthorized access or theft with password protection and 256-bit hardware-based encryption.

Illuminated capacity gauge—See at a glance how much space is available on your drive.

USB 2.0 interface—A simple connection that offers convenience and compatibility among multiple computers.

Power miser—My Book external drives are designed to save energy. WD GreenPower Technology™ lowers internal drive power consumption by up to 30%, a sleep mode reduces power during idle times, and a power-saving feature turns the drive on and off with your computer.

Planet friendly—We designed a small box from recycled materials to minimize waste. We encourage you to recycle it.

Ready to plug-and-play with Windows computers—NTFS -formatted for compatibility with all Windows operating systems.

Important: For the latest WD product information and news, visit our website at *www.westerndigital.com.* For the latest software, firmware, and product documentation and information, go to *http://products.wdc.com/updates*.

Kit Contents

As shown in Figure 1, your My Book Elite external hard drive kit includes the following:

- My Book Elite external hard drive
- WD SmartWare software (included on the drive)
- USB cable
- AC adapter
- Quick Install Guide

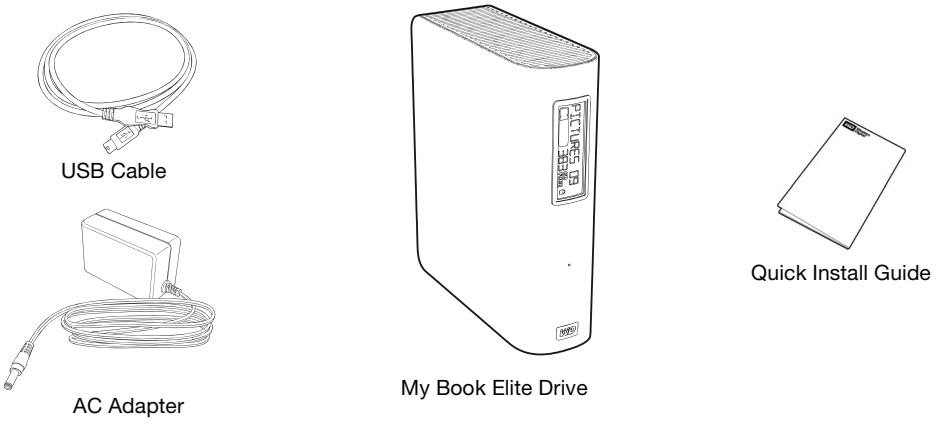


Figure 1. My Book Drive Kit Components

Optional Accessories

For information about optional accessories for this product, visit:

US	*www.shopwd.com* or *www.wdstore.com*
Canada	*www.shopwd.ca* or *www.wdstore.ca*
Europe	*www.shopwd.eu* or *www.wdstore.eu*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *support.wdc.com* and see Knowledge Base Answer ID 1048.

Operating System Compatibility

Your My Book Elite drive and the WD SmartWare software are compatible with the following operating systems:

Windows®

- Windows XP
- Windows Vista®
- Windows 7

Mac® OS X®

- Tiger®
- Leopard®
- Snow Leopard™

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Windows computers, go to the **Start** menu and select **Windows Update**. For Mac computers, go to the **Apple** menu and select **Software Update**.

Disk Drive Format

Your My Book Elite drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you want to use this drive with a Mac computer, see “Reformatting the Drive” on page 49 and “Troubleshooting” on page 64.

Physical Description

As shown in Figure 2 and Figure 2 on page 3, the My Book Elite drive has:

- Indicators on the front
- The power connector and button, interface port, and a security slot on the back

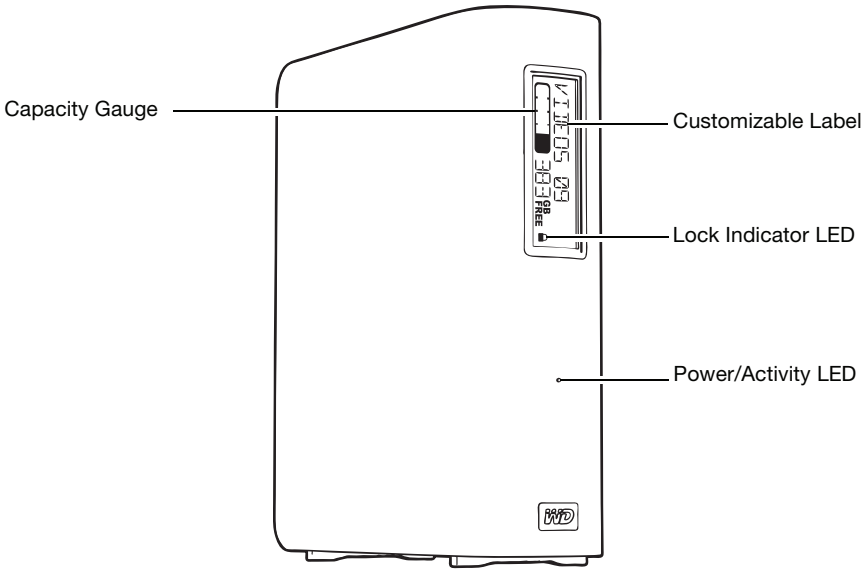


Figure 2. Front of My Book Elite Drive

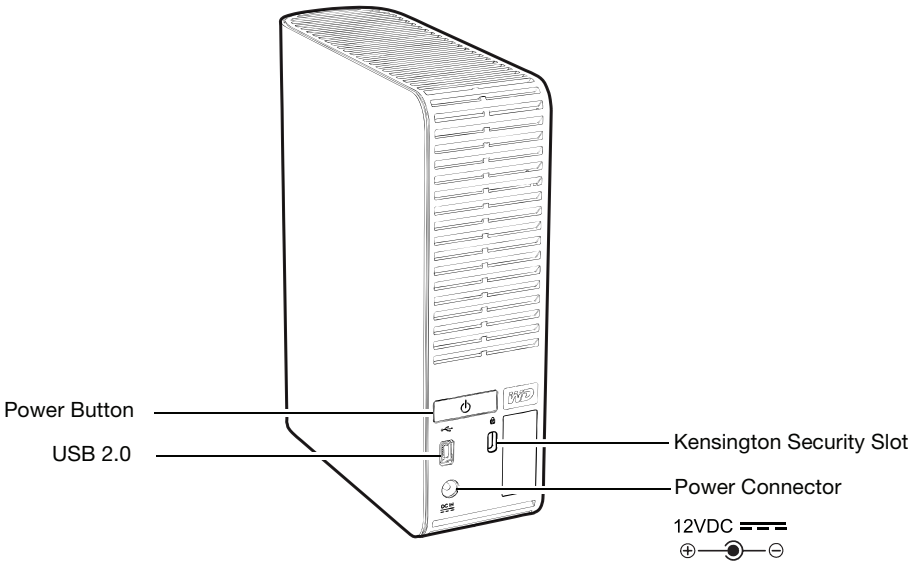


Figure 3. Back of My Book Elite Drive

Indicators

The My Book Elite drive has four indicators:

- Capacity gauge
- Customizable label
- Power/activity LED
- Lock indicator LED

Capacity Gauge. The capacity gauge has ten segments that fill from bottom to top (if the drive is vertical) or from right to left (if the drive is horizontal) to indicate space used on the drive during the power-on state. Each segment represents approximately 10 percent of drive capacity:

Segment Number	Percent Used	Segment Number	Percent Used
10	Greater than 90	5	40-49
9	80-89	4	30-39
8	70-79	3	20-29
7	60-69	2	10-19
6	50-59	1	5-9
(less than 5 percent does not display)			

The numerical display indicates the percentage of capacity available.

The capacity gauge only works if the WD SmartWare software is installed on your computer.

Customizable Label. The customizable label that you specify remains on the drive even when it is turned off or disconnected from your computer.

Lock Indicator LED. The lock indicator LED shows whether the drive is password protected. It is turned off only when you remove the password from the drive, or when the drive loses power.

Power/Activity LED. The power/activity LED indicates the drive's power state and activity as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing (approximately 3 times per second)	Activity
Slow flashing (approximately every 2.5 seconds)	System standby

Power Button

Use the power button to safely power down the drive and avoid data loss or damage to the drive. The power button only works when the WD SmartWare software is installed on your computer.

Note: If you disconnect the drive after using the power button to turn it off, when you reconnect it to your running computer, the drive automatically powers on. If you leave the drive connected to your computer after using the power button to turn it off, you must press the power button again to turn it back on.

Drive Interface

Hi-Speed USB 2.0 supports data transfer rates up to 480 Mb/s. USB 2.0 is backward-compatible with USB 1.1. Connection to a USB 1.1 port transfers data at USB 1.1 speed (up to 12 Mb/s).

Kensington® Security Slot

For drive security, the Kensington security slot accepts a standard Kensington security cable (sold separately). For more information about the Kensington security slot and available products, visit *www.kensington.com*.

Registering Your WD Product

Always register your My Book Essential drive to get the latest updates and special offers. You can easily register your drive using the WD SmartWare software, as described in "Registering Your Drive" on page 41. Another way is to register online at *register.wdc.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.
- Do not use this product as a portable drive.
- To allow proper ventilation, do not block any of the enclosure's air slots.

2

Connecting the Drive and Getting Started

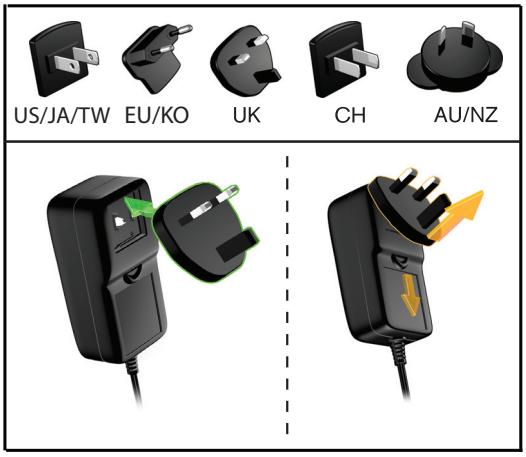
This chapter includes the following topics:

Connecting the Drive
Getting Started with the WD SmartWare Software
WD SmartWare Overview
WD SmartWare Home Screen
Viewing the Info/Online Help Topics
Getting Started Without WD SmartWare Software

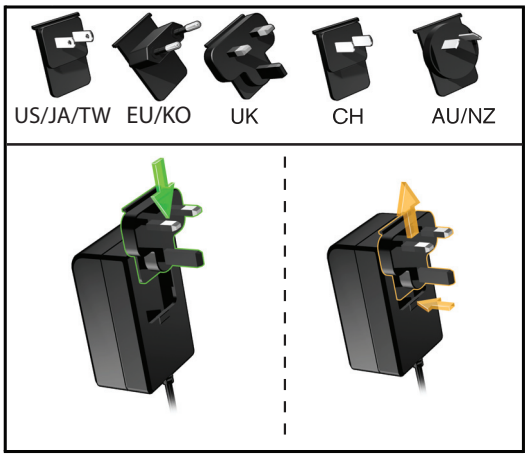
Connecting the Drive

To connect the My Book drive to your Windows computer:

1. Depending on your region, if required, change the power adapter, as follows:



Installing **Removing**



Installing **Removing**

2. Turn on your computer.
3. Connect the My Book drive as shown in Figure 4 on page 8.
4. If you have reformatted the drive for use on a Mac computer, skip the rest of this procedure and see Figure on page 62 instead.
5. After you physically connect the drive to your computer, verify that the new WD SmartWare virtual CD and My Book drive appear under My Computer in Windows Explorer.

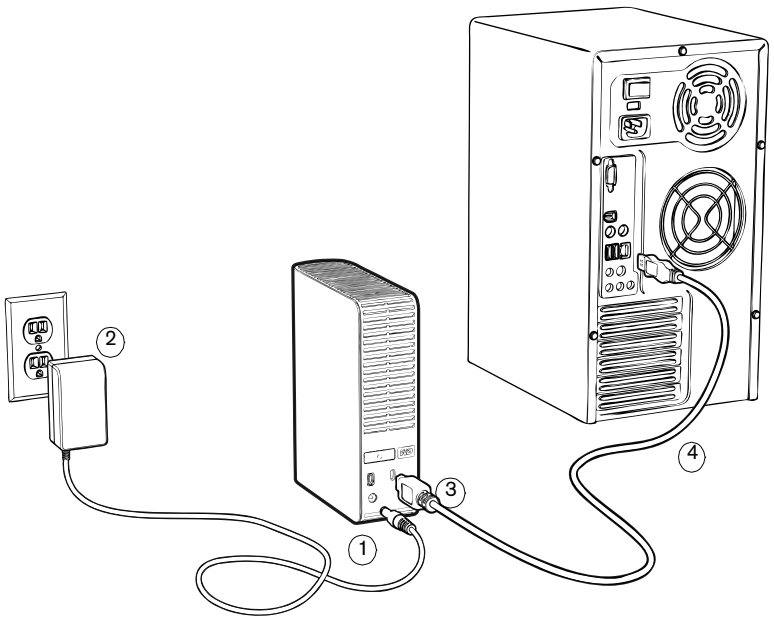


Figure 4. Connecting the My Book Drive

6. If a Found New Hardware screen appears, click **Cancel** to close it:

Windows XP

Windows Vista or Windows 7

The WD SmartWare software will install the proper driver for your My Book drive.

7. Several different screens might also appear, depending on your computer's operating system:

IF your operating system is . . .	**THEN . . .**
Windows XP	Proceed to step 8.
Windows Vista or Windows 7	Skip to step 10 on page 9.

8. For Windows XP, one or two screens might appear, depending on whether the AutoRun (AutoPlay) function is enabled or disabled:

IF AutoRun (AutoPlay) is . . . on your computer,	**THEN . . .**
Enabled	Proceed to step a on page 9.
Disabled	Skip to step b on page 9.

a. On Windows XP with AutoRun (AutoPlay) enabled, the Welcome to WD SmartWare screen displays (see Figure 5).

b. On Windows XP with AutoRun (AutoPlay) disabled, right-click to open the WD SmartWare virtual CD drive listing in Windows Explorer:

Note: The WD SmartWare software is provided in the form of a "virtual" CD (VCD) drive on your My Book drive. The VCD displays and behaves just like a physical CD. To see the contents of the VCD, such as the documentation and some extra programs, right-click the VCD and select **Open**.

c. Double-click the WD SmartWare.exe file to display the Welcome to WD SmartWare screen (see Figure 5).

9. Continue to "Getting Started with the WD SmartWare Software" on page 10.

If you do not want to install the WD SmartWare software, go to "Getting Started Without WD SmartWare Software" on page 15 instead.

10. For Windows Vista or Windows 7, two or three screens might appear, depending on whether the AutoRun (AutoPlay) function is enabled or disabled:

IF AutoRun (AutoPlay) is . . . on your computer,	**THEN . . .**
Enabled	Proceed to step a on page 10.
Disabled	Skip to step b on page 10.

Figure 5. Welcome to WD SmartWare Screen

Note: If a Flash Player is installed on your computer, the screen is animated.

a. For Windows Vista or Windows 7 with AutoRun (AutoPlay) enabled:

Click the **Run WDSmartWare.exe** option to display the Welcome to WD SmartWare screen (see Figure 5 on page 9).

b. For Windows Vista or Windows 7 with AutoRun (AutoPlay) disabled, open **Computer**, click to open the WD SmartWare VCD drive listing in Windows Explorer and double-click the WD SmartWare.exe file to display the Welcome to WD SmartWare screen (see Figure 5 on page 9).

11. Continue to "Getting Started with the WD SmartWare Software" in the next section.

If you do not want to install the WD SmartWare software, go to "Getting Started Without WD SmartWare Software" on page 15 instead.

Getting Started with the WD SmartWare Software

To get started with the WD SmartWare software:

1. The **What would you like to do?** prompt on the Welcome to WD SmartWare screen provides three options for getting started with the WD SmartWare software:

IF you want to install . . .	THEN click the . . .
The full version of the WD SmartWare software, with continuous automatic backup, retrieve, drive lock password protection, and drive management features and: • Run your first backup • Create a drive label • Password protect or register your drive	**Install WD SmartWare** button.
Only the WD SmartWare software drive lock password protection and drive management features, and: • Create a drive label • Password protect or register your drive	**Install Drive Settings** button.
The full version of the WD SmartWare software and retrieve files that you have already backed up to your My Book drive on another computer,	**Retrieve a backup** link.

2. Read the license agreement and click **Accept** to continue.

3. Wait for the software installation to complete. This could take several minutes.

4. After the software installation completes:

IF you clicked . . . at step 1,	THEN the WD SmartWare software displays . . .
Install WD SmartWare	The initial Backup screen for performing your first backup (see Figure 6 on page 12). Here you can either: • Run your first backup—See "Backing Up Your Computer Files" on page 20 before clicking **Run Backup** and then proceed to step 5. • Skip the backup for now and display the initial Drive Settings screen (Figure 7 on page 12)—See the following subsections and then skip to step 6: - "Specifying a Name for Your Drive" on page 41 - "Password Protecting Your Drive" on page 31 - "Registering Your Drive" on page 41 before clicking **Skip Backup** *Note:* In this case, the initial Drive Settings screen includes a **Return to Backup** button for returning to the initial Backup screen.
Install Drive Settings	The initial Drive Settings screen for securing and registering your drive (Figure 7 on page 12). a. See: • "Specifying a Name for Your Drive" on page 41 • "Password Protecting Your Drive" on page 31 • "Registering Your Drive" on page 41 b. Skip to step 6.
Retrieve a backup	The Home screen for accessing all WD SmartWare functions: a. See Figure 8 on page 13 and "Retrieving Backed Up Files" on page 27. b. This completes the getting started procedure after selecting **Retrieve a backup**.

Note: The initial Backup and Drive Settings screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.

5. After completing your initial backup, click **Continue** on the initial Backup screen to display the WD SmartWare Home screen (Figure 8 on page 13).

This completes the getting started procedure after selecting **Install WD SmartWare**.

6. After password protecting or registering your drive, click **Finish** to close the initial Drive Settings screen.

This completes the getting started procedure after selecting **Install Drive Settings**.

In this case, however:

- Opening the WD SmartWare software displays the drive management Home screen (see Figure 9 on page 13) with the Settings tab for performing all drive management functions (see "Customizing Your Drive Settings" on page 39).

- Clicking the **Settings** tab displays the drive management Drive Settings screen with a **Preferences** button that you can use to enable the WD SmartWare Backup and Retrieve functions (see Figure 17 on page 32 and “Enabling the Backup and Retrieve Functions” on page 46).

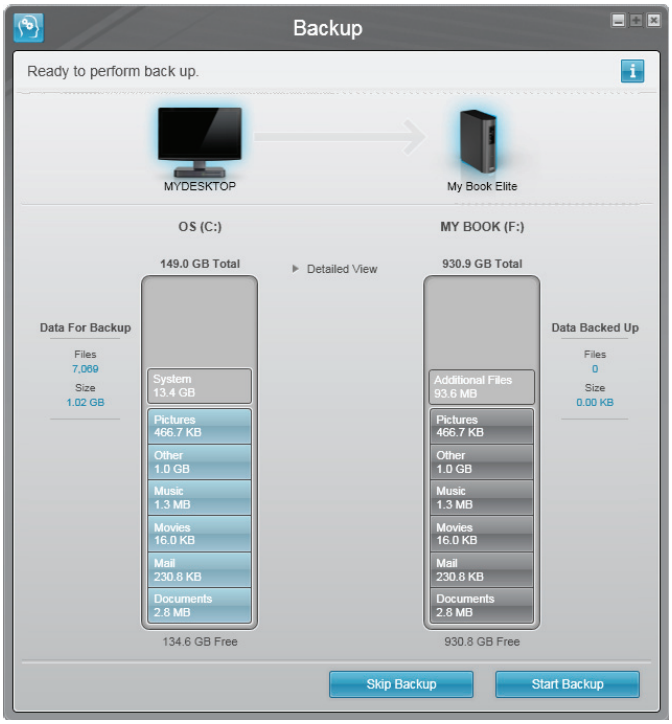
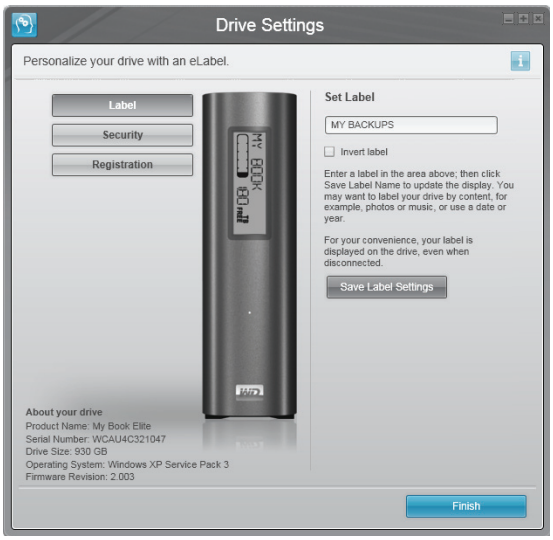


Figure 6. Initial Backup Screen

WD SmartWare Initial Drive Settings Screen



Drive Management Initial Drive Settings Screen

Figure 7. Initial Drive Settings Screens

Figure 8. WD SmartWare Home Screen

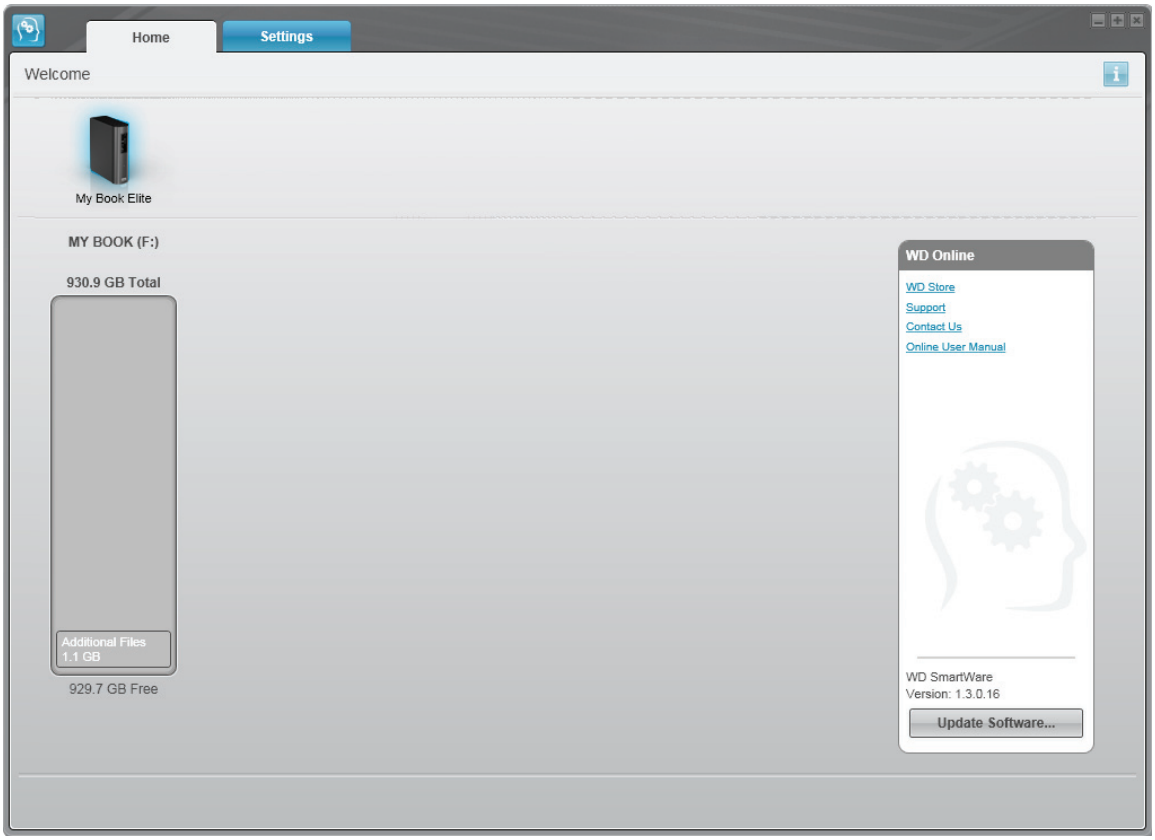


Figure 9. Drive Management Home Screen

WD SmartWare Overview

WD SmartWare software is an easy-to-use tool that gives you the power to:

- Secure your drive—In drive settings, create a password to protect your encrypted drive from unauthorized access or data theft.
- Protect your data automatically—Automatic, continuous backup instantly makes a copy whenever you add or change a file.

  Note: Automatic backup protection is continuous for as long as your My Book drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

- See your backup as it happens—Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Retrieve lost files effortlessly—Bring back your valuable data to its original location whether you've lost all your data or just overwritten an important file.

WD SmartWare Home Screen

The WD SmartWare Home screen provides four tab-selected options:

- Home—Provides a Content Gauge that shows the capacity and content of each hard drive in or connected to your computer (see Figure 8 on page 13)
- Backup—Manages existing backups or creates new backups of your important data, including movies, music, documents, e-mail, and pictures (see Figure 10 on page 21)
- Retrieve—Brings back valuable data that has been lost or overwritten (see Figure 13 on page 28)
- Settings—Manages security, diagnostics, power settings, and backup parameters (see Figure 11 on page 24)

On the Home screen, you can modify the primary drive being categorized with the drop-down selection box under the name of your computer. By selecting a different drive, the system will identify the categories of files on that drive. Then click the:

- **Backup** tab to back up files from the selected drive to your My Book drive
- **Retrieve** tab to retrieve backed up files from your My Book drive to any location on your computer

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in six categories where:

This file category	Includes files with these extensions
Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions
Mail	.mail, .msg, .pst., and other mail extensions
Music	.mp3, .wav, .wma, and other music extensions
Movies	.avi, .mov, .mp4, and other movie extensions
Pictures	.gif, .jpg, .png, and other picture extensions
Other	Others that do not belong in the five main categories

For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at *http://support.wdc.com*.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files like .tmp and .log files.
- The **Retrieved** category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the pointer over a category displays the number of files in the category.

In the Content Gauge for your My Book drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

Note: The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before performing your first backup—represent the system and hidden files that your computer's operating system put there when you installed the drive.

Viewing the Info/Online Help Topics

Each WD SmartWare screen provides easy access to online help information to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, just click the info/online help icon in the upper-right corner of any screen:

To close the info/help screen after reading the online help, click the X icon in the upper-right corner of the screen.

Getting Started Without WD SmartWare Software

If you do not install the WD SmartWare software, you can still use your My Book as an external hard drive. In this case, however, you will not be able to:

- Protect your data with automatic continuous backups (see "Backing Up Your Computer Files" on page 20)
- Retrieve earlier versions of lost, or damaged files (see "Retrieving Backed Up Files" on page 27)
- Secure you drive and all of the files on it with a password (see "Locking and Unlocking Your Drive" on page 31)
- Customize your software and drive settings for the best possible performance (see "Managing and Customizing Your Drive" on page 36)
- Check the operational condition of your drive with built-in diagnostic features (see "Connecting the Drive and Getting Started" on page 7)

To forego these performance features and get started without installing the WD SmartWare software:

1. Click **Do Not Install** on the Welcome to WD SmartWare screen to display the **Continue without installing WD SmartWare?** prompt:

2. Click:
   - **Continue without Install** if you still do not want to install the WD SmartWare software.
   - **Go Back** if you have changed your mind and *do* want to install the WD SmartWare software. In this case, go to “Getting Started with the WD SmartWare Software” on page 10.

Hiding the WD SmartWare Virtual CD

If you have decided to get started without installing the WD SmartWare software, you might also want to hide (disable) the WD SmartWare virtual CD (VCD). Doing this would be a simple two-click operation from the WD SmartWare Virtual CD Settings dialog (see “Showing or Hiding the Virtual CD Icon” on page 45). But if you have not installed the WD SmartWare software, it is more involved, and you should be aware of the following precautions:

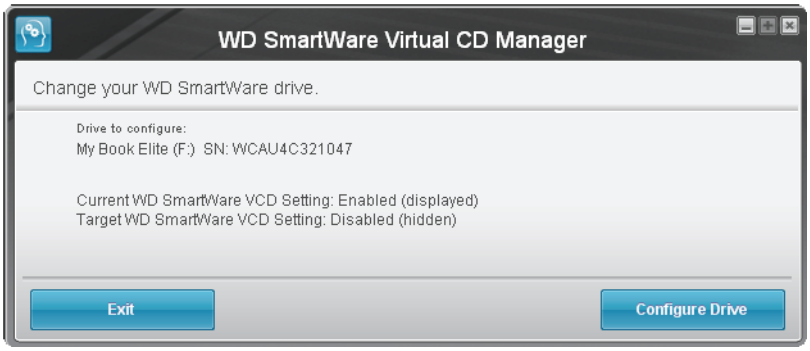
- Hiding the VCD inhibits access to the WD SmartWare Virtual CD Manager utility that enables and disables the VCD. If you move the drive to another computer, the VCD remains hidden there too. You will need to either copy the utility back to the drive or download another copy of it if you want to show the VCD or install the WD SmartWare software on the other computer.
- You cannot run the WD SmartWare Virtual CD Manager utility directly from the drive—you must run it from a folder on your desktop.

With those precautions in mind, if you have not installed the WD SmartWare software and want to hide the VCD:

1. Open the WD SmartWare VCD file listing in Windows Explorer and double-click the Virtual CD Manager.exe file to display the WD SmartWare Virtual CD Manager utility screen:

   Note that when it opens, the WD SmartWare Virtual CD Manager utility also copies a Virtual CD Manager folder to your desktop. This is the folder you will want to copy back to your My Book drive in case you later want to show (enable) the VCD.

2. Click **Continue**.
3. Read the license agreement and click **Accept** to continue.
4. The WD SmartWare Virtual CD Manager utility locates your My Book drive and displays its current and target VCD settings:



5. Click **Configure Drive** to continue.
6. As prompted, for your change to take effect, you must power cycle your My Book drive:
   a. Disconnect the USB cable from your drive.
   b. Either disconnect the AC power adapter cable or press the power button to off.
   c. Wait ten seconds.
   d. Either reconnect the AC power adapter cable or press the power button to on.
   e. Reconnect the USB cable to your drive.
7. Click **Exit** to close the WD SmartWare Virtual CD Manager utility.
8. Check your Windows Explorer and My Computer Devices with Removable Storage listings to confirm the change.

9. If you think you might later want to move your My Book drive to another computer, show (enable) the VCD there, or install the WD SmartWare software, then use the copy/paste or drag/drop function to copy the Virtual CD Manager folder from your desktop to your My Book drive. (This is the folder that the WD SmartWare Virtual CD Manager utility copied to your desktop at step 1 of this procedure.)

Showing the WD SmartWare Virtual CD

If you got started without installing the WD SmartWare software, hid (disabled) the WD SmartWare virtual CD (VCD), and now want to move your My Book drive to another computer, or install the WD SmartWare software, you might want or need to show (enable) the VCD on the other computer. Doing this would be a simple two-click operation from the WD SmartWare Virtual CD Settings dialog (see “Showing or Hiding the Virtual CD Icon” on page 45). But if you have not installed the WD SmartWare software and have hidden the VCD, it is more involved.

If you have not installed the WD SmartWare software and want to show the VCD:

1. Use the Windows Explorer copy/paste or drag/drop function to copy the Virtual CD Manager folder from your My Book drive to the desktop of your computer. (This is the folder that you copied to your to your My Book drive at step 9 of “Hiding the WD SmartWare Virtual CD”.)

   If you did not copy the Virtual CD Manager folder to your My Book drive when you hid the VCD, then use your Internet connection to download the utility Virtual CD (VCD) Manager for Windows from *support.wdc.com*.

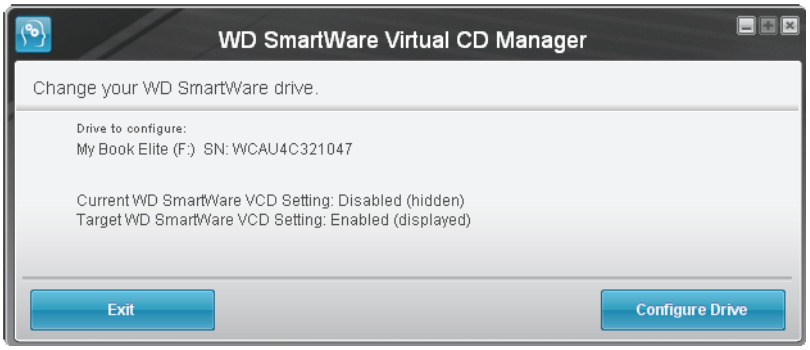
2. Open the Virtual CD Manager folder or the downloaded utility .zip file (WDSmartWareVirtualCDManagerforWindows-v*x.x.x.x*.zip) and double-click the appropriate .exe file to display the WD SmartWare Virtual CD Manager screen:

   - Virtual CD Manager.exe from the Virtual CD Manager folder

3. WD SmartWare Virtual CD Manager for Windows-v*x.x.x.x*.exe from the downloaded .zip file

4. Click **Continue**.
5. Read the license agreement and click **Accept** to continue.

6. The WD SmartWare Virtual CD Manager utility locates your My Book drive and displays its current and target VCD settings:



7. Click **Configure Drive** to continue.
8. As prompted, for your change to take effect, you must power cycle your My Book drive:
   a. Disconnect the USB cable from your drive.
   b. Either disconnect the AC power adapter cable or press the power button to off.
   c. Wait ten seconds.
   d. Either reconnect the AC power adapter cable or press the power button to on.
   e. Reconnect the USB cable to your drive.
9. Click **Exit** to close the WD SmartWare Virtual CD Manager utility.
10. Check your Windows Explorer and My Computer Devices with Removable Storage listings to confirm the change.

3

Backing Up Your Computer Files

This chapter includes the following topics:

About Backing Up Your Computer Files
Backing It All Up
Advanced Backup Capabilities

About Backing Up Your Computer Files

The WD SmartWare software automatically and continuously backs up all of the content on your computer to your My Book drive—music, movies, photos, documents, e-mail, and other files.

Note: One installation of the WD SmartWare software supports up to three backup drives that are configured with WD SmartWare software.

After the WD SmartWare software categorizes the different types of content you have, clicking the **Start Backup** button will back all of them up. Or, you can select specific types of content to back up.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on your computer or copied to your hard drive
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Book drive connected to your computer.

Note: Automatic backup protection is continuous for as long as your My Book drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Additionally, the Backup screen (see Figure 10 on page 21) provides:

- Content Gauges for your computer's disk drives, so you can see the number of files and the storage size for each content category
- A **Detailed View** content box that you can use to select specific categories of files or folders to back up, with an **Apply Changes** button for implementing your selections
- **Run Backup** and **Pause Backup** buttons for starting and pausing backups

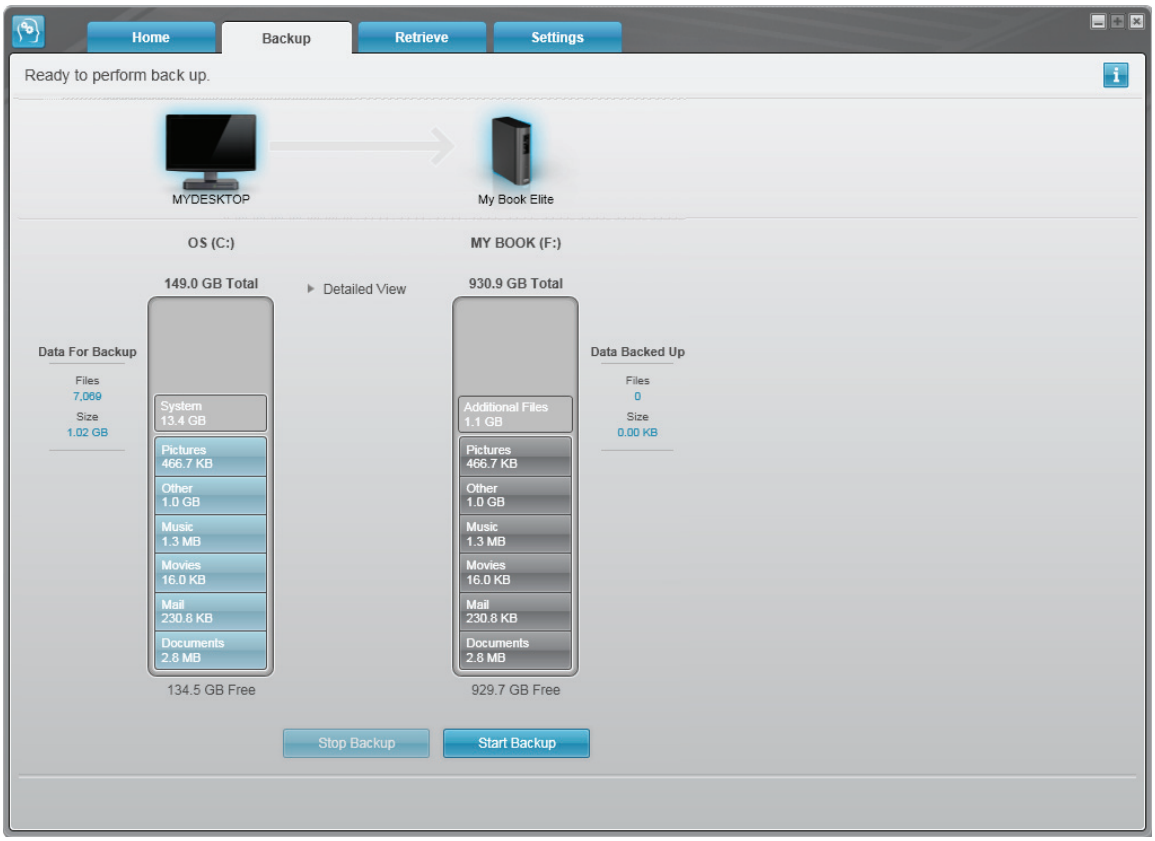


Figure 10. Backup Screen

In the Content Gauges for your computer's disk drives, the categories of files that would be included in the backup if you click **Start Backup** are shown where a:

- Light blue background in the Content Gauge for your computer's hard drive represents the original files that are available for backup.
- Gray background in the Content Gauge for your My Book drive represents the potential backup copies of the original files.
- Dark blue background identifies categories of files that have been backed up

In the Content Gauge for your My Book drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

In the Content Gauges and the **Detailed View** content box:

This file category	Includes files with these extensions
Documents	.doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions
Mail	.mail, .msg, .pst., and other mail extensions
Music	.mp3, .wav, .wma, and other music extensions
Movies	.avi, .mov, .mp4, and other movie extensions
Pictures	.gif, .jpg, .png, and other picture extensions
Other	Others that do not belong in the five main categories

For a complete list of all included file extensions, search for Answer ID 3644 in the WD Knowledge Base at *http://support.wdc.com*.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files like .tmp and .log files.
- The **Retrieved** category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for backup.

Hovering the pointer over a category displays the number of files in the category.

To back up other internal hard drives, click the **Home** tab and select the drive.

Backing It All Up

To back up all of your computer files:

1. Click the **Backup** tab to display the Backup screen (see Figure 10 on page 21).
2. Click **Start Backup** to back up all of your files.
3. During the backup:
   - The Backup screen displays a progress bar and a message indicating the amount of data that has been backed up.
   - The blue background in the Content Gauge for your computer's hard drive changes to yellow/amber for all of the files that have not yet been backed up.
   - The gray background in the Content Gauge for your My Book drive changes to blue for each category as the backup completes.
   - You can continue to set up your drive or perform any other functions since the WD SmartWare software will back up all of your files in the background.
   - A **Stop Backup** button is available for you to stop the backup.
4. Appearance of a backup successfully finished message means that the backup completed normally.

   If any files could not be backed up, the WD SmartWare software displays a:

   - Caution message indicating the number of files involved
   - **View** link that you can click to see a list of the files and the reasons they were not backed up

   Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

   - Saving and closing all of your open files.
   - Closing all running applications—including your e-mail program and web browser.

Important: Appearance of a Caution message indicating that your drive is full means that there is not enough free space on the drive to complete the backup.

The best long-term solution would be to relegate the drive to long-term archive storage and:

a. Click the **Home** tab to display the Home screen.
b. Click the **WDStore** link in the WD Online box to view the Western Digital Online Store website.
c. Click **External Hard Drives** and select the best drive to suit your future requirements.

5. If you clicked **Stop Backup** at step 3, the **Stop backup?** confirmation prompt reminds you that the WD SmartWare software runs your backup job in the background, so you can continue using you computer for other things during the backup.

   To continue, click either:

   - **Continue Backup** to disregard your pause request and resume the backup
   - **Stop Backup** to follow through with your stop request and remove the newly created backup files

Advanced Backup Capabilities

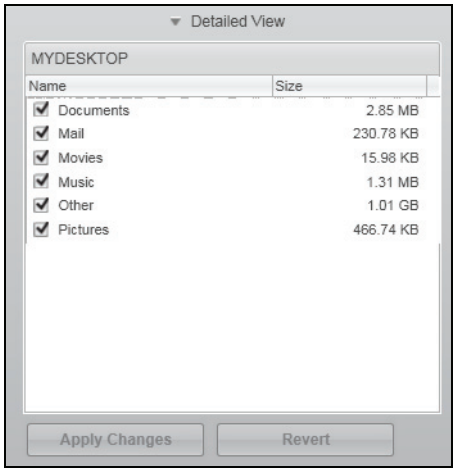
The advanced backup capabilities include:

- Selecting specific content to back up
- Changing the backup software settings:
  - Choosing the number of backup versions to keep
  - Pausing the backup until your computer is idle

Selecting Specific Content to Back Up

To back up some of your computer files:

1. On the Backup screen (see Figure 10 on page 21), select **Detailed View** to open the backup files content box:



2. In the backup files content box:
   - Select the check boxes for the categories of files that you want to include in the backup
   - Clear the check boxes for the categories of files that you want to exclude from the backup
3. Click **Apply Changes** to refresh the Content Gauge for your My Book drive.
4. Click **Start Backup** to back up the selected categories of files.

Changing the Backup Software Settings

To optimize your backup, you can:

- Specify the number of backup versions to keep for each file
- Pause backups until your computer is idle

To configure these backup options:

1. Click the **Settings** tab to display the Settings screen (see Figure 11).

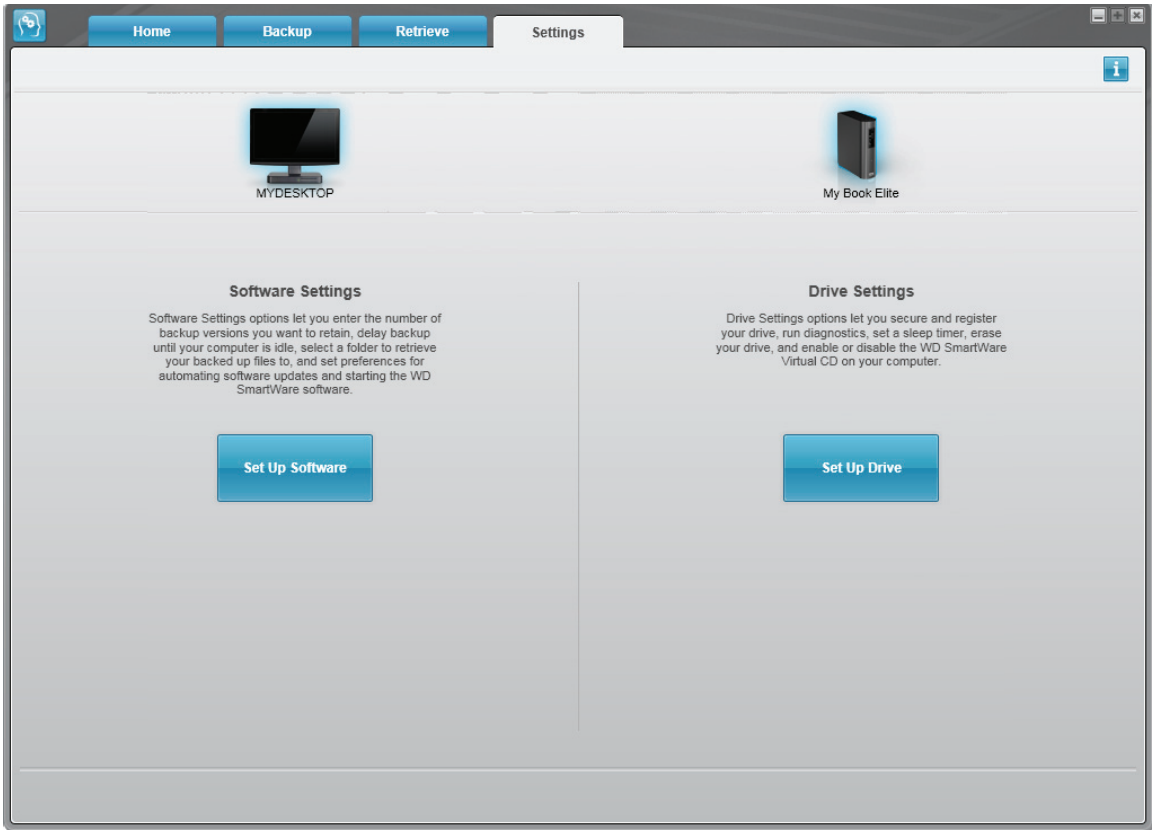


Figure 11. Settings Screen

2. Click **Set Up Software** to display the Software Settings screen (see Figure 12 on page 25).
3. See:
   - “Specifying the Number of Backup Versions” on page 25
   - “Pausing Backups Until Your Computer is Idle” on page 26

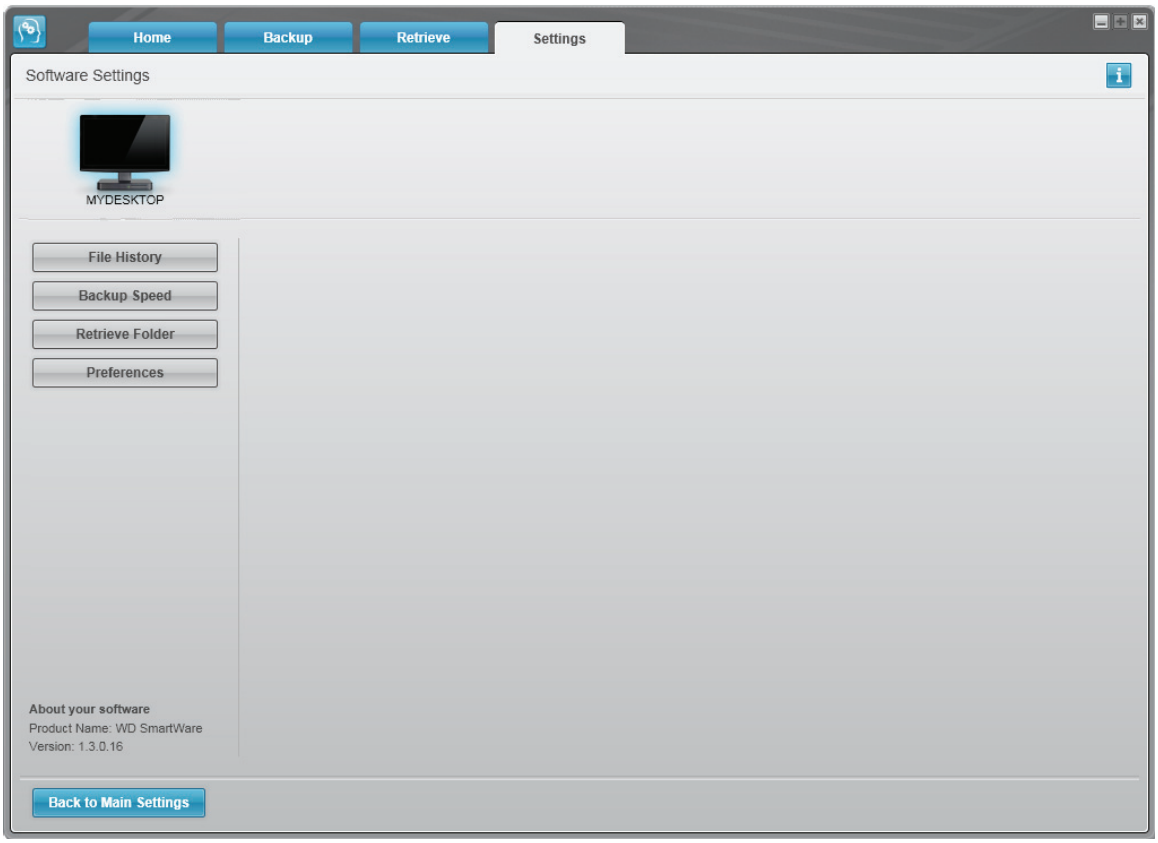


Figure 12. Software Settings Screen

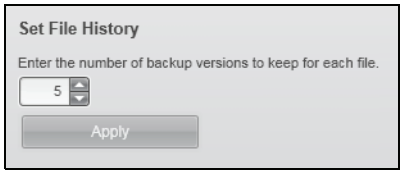
Specifying the Number of Backup Versions. The WD SmartWare software can keep up to 25 older versions of each file. If you overwrite or delete a file by mistake, or want to see the file a couple of versions ago, the WD SmartWare software has a copy for you. You always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep from 1 to 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
- Consumes more disk space

To specify the number of backup versions that you want to keep for each file:

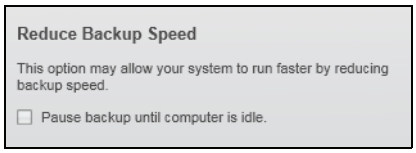
1. On the Software Settings screen (see Figure 12), click **File History** to display the Set File History dialog:



2. Specify the number of file versions that you want to keep (from 1 to 25) in the **Enter the number of backup versions to keep for each file** box.
3. Click **Apply** to save and implement the new number of backup versions.

Pausing Backups Until Your Computer is Idle. A large backup can take a lot of time, and can consume a lot of your system processing resources. The WD SmartWare software works in the background using minimal computer resources while you are working on your computer If you want to pause all backup activity until your computer is idle, you can by enabling the Backup Speed option:

1. On the Software Settings screen (see Figure 12 on page 25), click **Backup Speed** to display the Reduce Backup Speed dialog:



2. Select or clear the **Pause backup until computer is idle** check box to enable or disable the Backup Speed option.

4

Retrieving Backed Up Files

This chapter includes the following topics:

About Retrieving Files
Retrieving a File
Retrieving a Folder
Retrieving an Earlier Version of a File or Deleted Files
Retrieving All of Your Content

About Retrieving Files

The WD SmartWare software makes it easy for you to retrieve files that have been backed up on your My Book drive and either:

- Restore them to their original locations on your computer
- Copy them to a special retrieve folder

Retrieve is generally a five-step process:

1. Choose the drive to retrieve content from on the Home screen.
2. Choose the backup you want to retrieve content from. (This is only required if you have created several different backups on your My Book drive.)
3. Choose whether content will be retrieved to a special retrieval folder or to the original location.
4. Choose what content to retrieve, either files, folders, or everything.
5. Retrieve the content.

Retrieving a File

After selecting the drive on the Home screen, you can retrieve files from your My Book drive. To retrieve a file or folder from your drive:

1. Click the **Retrieve** tab to display the Retrieve screen (see Figure 13 on page 28).
2. In the **Backed Up Volumes** box, select the WD SmartWare volume that you want to retrieve a file or folder from and click **Select Destination** to display the Select a destination for retrieved files screen (see Figure 14 on page 28).
3. On the Select a destination for retrieved files screen:

IF you want to copy your retrieved content to . . .	THEN . . .
Its original location,	a. Select the **To the Original Places** option. b. Click **Select Files** to display the Select content to retrieve... screen and proceed to step 4 on page 29.
A retrieved content folder,	a. Select the **In a Retrieved Content Folder** option. b. If you want to specify a different retrieve folder, click **Browse** and use the browse function to identify the new retrieve folder. c. Click **Apply** to save and implement the new retrieve folder. d. Click **Select Files** to display the Select content to retrieve... screen (see Figure 15) and proceed to step 4 on page 29.

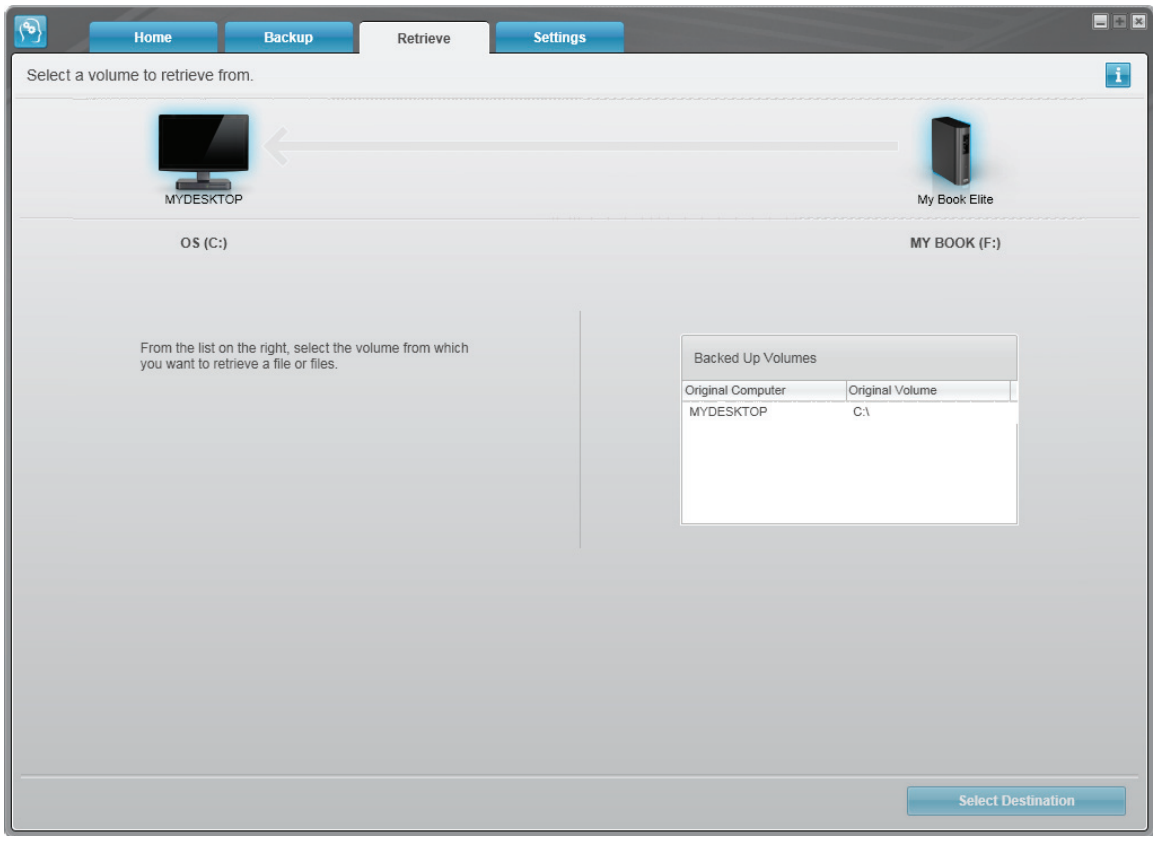


Figure 13. Retrieve Screen

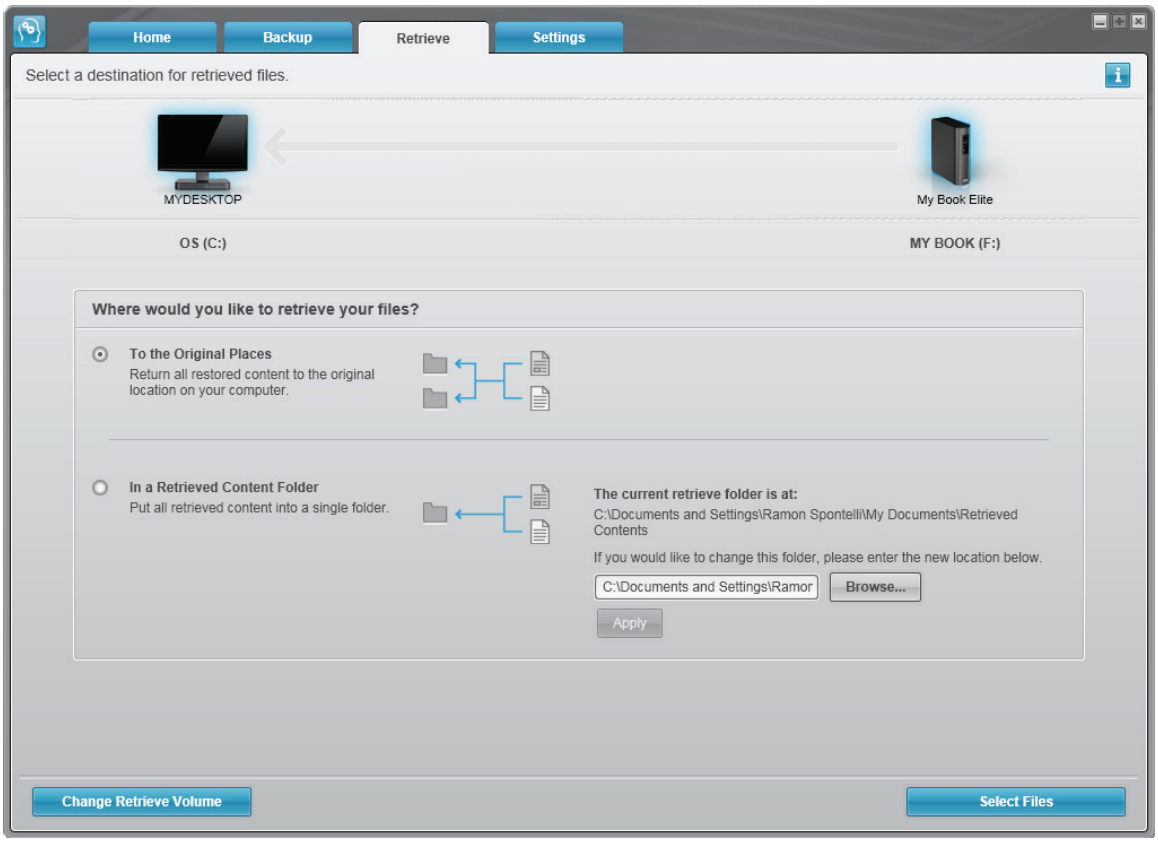


Figure 14. Select a Destination for Retrieved Files Screen

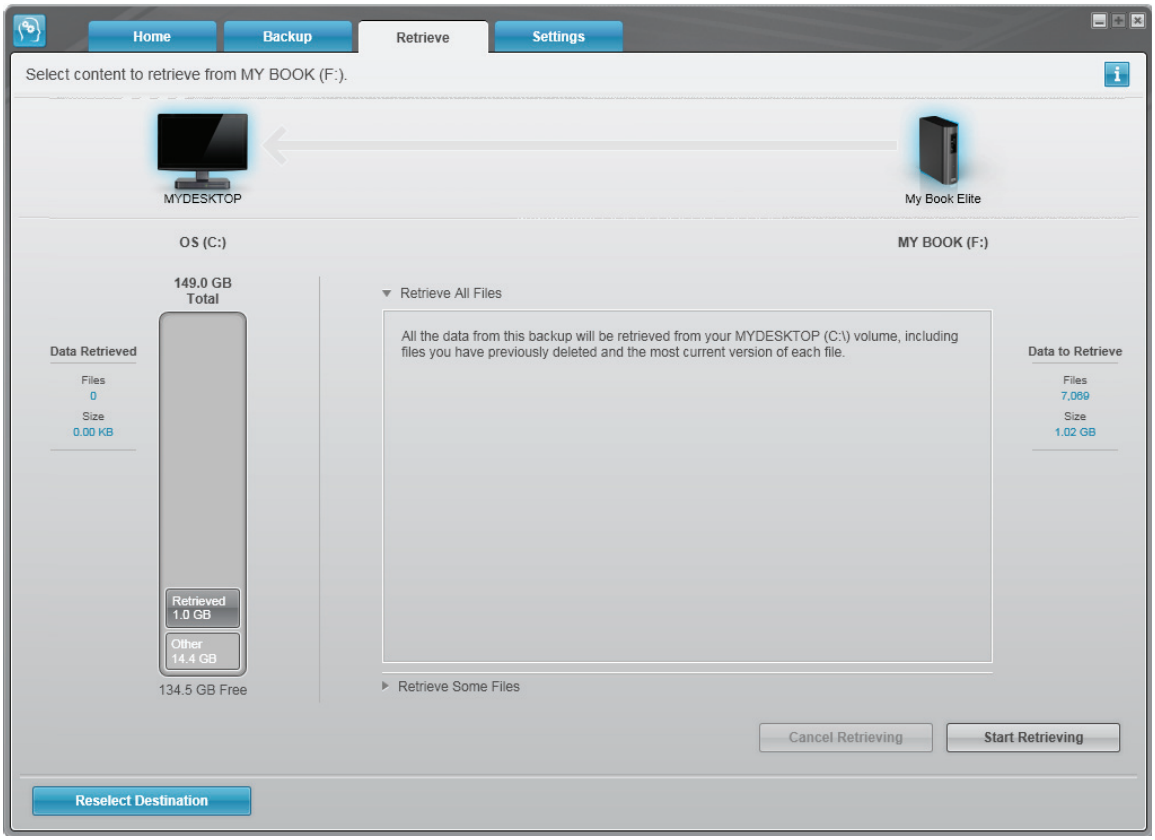


Figure 15. Select Content to Retrieve Screen

4. On the Select content to retrieve... screen, select **Retrieve Some Files** to display the retrieve files selection box (see Figure 4 on page 29)
5. Navigate through the folder structure to find the content of interest. Also, you can use the search box by typing the name (or partial name) of the file or folder you are looking for:
   - Click the appropriate file category button to list the files by category:
     - Pictures
     - Music
     - Movies
     - Documents
     - Other
     - Mail
   - Select the View icon to list individual files.
   - Type all or part of the file name in the search box to locate the file and press **Enter** to initiate the search. To eliminate the search filter, delete all of the text in the search box and press **Enter.**
   - Select the check box for the file or folder that you want to retrieve.
6. Click **Start Retrieving**.

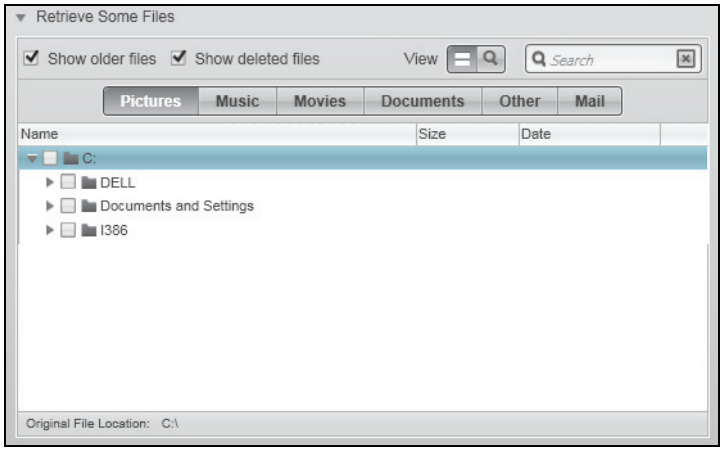


Figure 16. Retrieve Files Selection Box

7. During the retrieve:

- The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
- A **Cancel Retrieving** button is available for you to stop the retrieve.

8. A **Retrieval accomplished** message signifies completion of the retrieve.

A **Partial retrieve accomplished** message means the file you selected for the retrieve was not copied to the specified retrieve location. In this case, either a:

- **Files Not Retrieved** message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
- **Destination is full** message means that your computer does not have sufficient disk space to complete the retrieve.

Retrieving a Folder

To retrieve a folder from your drive, and all of the content within a folder, which may be across multiple categories, in the retrieve files selection box (see Figure 16), right-click the folder and choose **Select folder in all content categories**.

Retrieving an Earlier Version of a File or Deleted Files

In the retrieve files selection box (see Figure 16), check the **Show Deleted Files** box and/or the **Show older versions of files box**. Now, when selecting content to retrieve, you can select individual files that were overwritten or deleted. Likewise, retrieving entire folders in this mode will retrieve older versions and deleted files as well.

Retrieving All of Your Content

On the Select content to retrieve... screen (see Figure 16), choose the **Retrieve all Files** option, which retrieves files across all categories and copies them to either their original locations or the Retrieve Contents folder.

5

Locking and Unlocking Your Drive

This chapter includes the following topics:

Password Protecting Your Drive
Unlocking Your Drive
Turning Off the Drive Lock Feature
Changing Your Password

Password Protecting Your Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

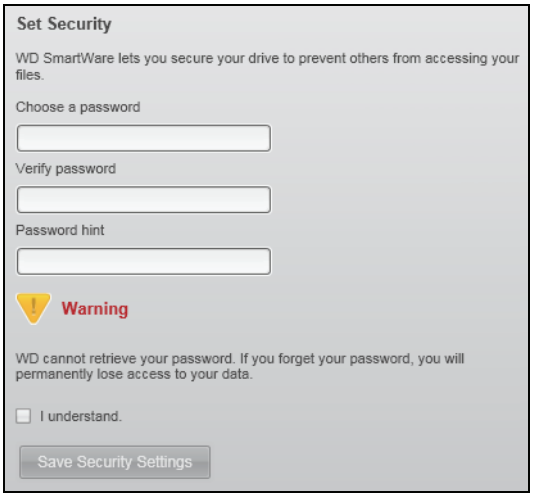
CAUTION! The WD SmartWare software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

You can reach the Set Security dialog for password management during the initial getting started process or from the WD SmartWare **Settings** tab, Drive Settings screen. There, you can:

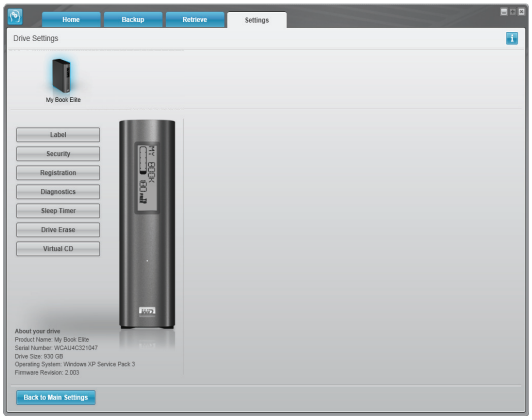
- Create a password
- Change a password
- Eliminate the need for a password

To create a password and keep others from accessing the files on your drive, as an example from the Settings tab:

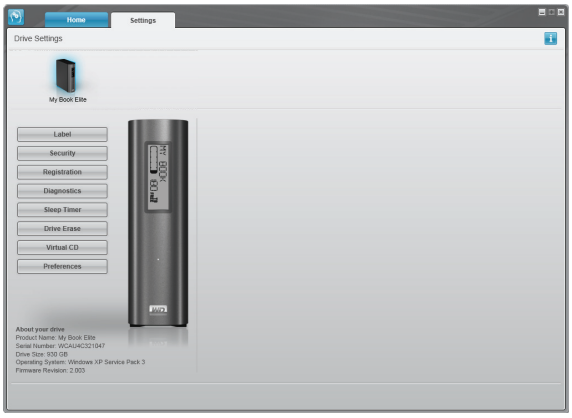
1. Click the **Settings** tab to display either the WD SmartWare Settings screen or the drive management Drive Settings screen (see Figure 17 on page 32).
2. If you opened the WD SmartWare Settings screen, click **Set Up Drive** to display the WD SmartWare Drive Settings screen (see Figure 17 on page 32).
3. On either screen, click **Security** to display the Set Security dialog:



4. Type your password in the **Choose a password** box.
5. Retype your password in the **Verify password** box.



WD SmartWare Drive Settings Screen



Drive Management Drive Settings Screen

Figure 17. Drive Settings Screens

6. Type a hint to help remind yourself of your password in the **Password hint** box.
7. Read the warning about the possibility of data loss if you forget your password.Click the **I understand** check box to signify that you accept the risk.
8. Click **Save Security Settings** to save your password and enable password protection for your drive.

CAUTION! After creating a password, the drive remains unlocked for as long as you continue your current work session. Then, the WD SmartWare software:

- **Locks the drive when you shut down your computer or disconnect your drive**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive**

Unlocking Your Drive

After you have created a password to keep others from accessing the files on your drive, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

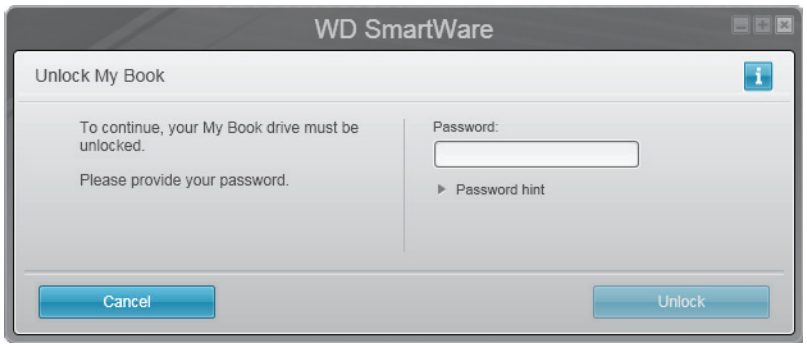
You will have to do this even if you do not have the WD SmartWare software installed on your computer.

Unlocking Your Drive with the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, the WD SmartWare software displays a **Drive is locked** message in place of the content gauge for your My Book drive:

To unlock your drive using the WD SmartWare software:

1. As prompted, click the My Book image above the **Drive is locked** message to open the WD SmartWare drive unlock screen:



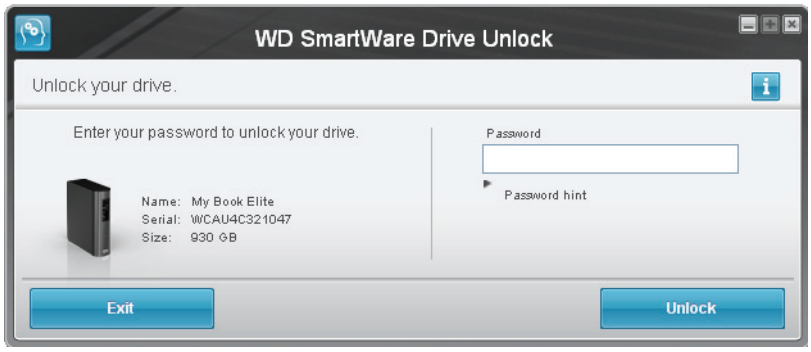
2. Type your password in the **Password** box.
3. Click **Unlock** to unlock your drive and enable the WD SmartWare software.

Unlocking Your Drive Without the WD SmartWare Software

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can still access the virtual CD partition on your drive, and install the WD SmartWare software as usual. You will not be able to access the data portion of your drive until you unlock it.

To unlock the drive without the WD SmartWare software installed:

1. Start the WD SmartWare Drive Unlock utility by either:
   - Using your computer's file management utility to open the WD SmartWare virtual CD and double-clicking the Unlock.exe file
   - Clicking **Start** > **My Computer** and double-clicking the WD SmartWare icon under **Devices with Removable Storage**



2. Type your password in the **Password** box.
3. Click **Unlock** to unlock your drive.
4. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock utility screen.

Turning Off the Drive Lock Feature

To remove password protection from your drive:

1. Click **Security** on either the WD SmartWare Drive Settings screen or the drive management Drive Settings screen (see Figure 17 on page 32) to display the Your Drive is Secure dialog:

2. Type your password in the **Password** box.
3. Select the **Remove security** option.
4. Click **Update Security Settings** to remove password protection from your drive and redisplay the Set Security dialog.

Changing Your Password

To change your password:

1. On the Your Drive is Secure dialog, select the **Change password** option and:
   a. Type your new password in the **New password** box.
   b. Retype your new password in the **Verify password** box.
   c. Type a hint to help remind yourself of your new password in the **New password hint** box.
2. Click **Update Security Settings** to change your password.

6

Managing and Customizing Your Drive

This chapter includes the following topics:

Using the WD SmartWare Icon
Opening WD SmartWare Software
Checking Drive Status
Monitoring Icon Alerts
Safely Disconnecting the Drive
Customizing Your Software Settings
Customizing Your Drive Settings
Uninstalling the WD SmartWare Software

Using the WD SmartWare Icon

After you have installed the WD SmartWare software (see “Getting Started with the WD SmartWare Software” on page 10), the WD SmartWare icon displays in the Windows taskbar:

By clicking the icon you can:

- Open the WD SmartWare software
- Check the drive status
- Monitor icon alerts
- Safely disconnect the drive

The following sections describe how to use the icon and other ways to do these things.

Opening WD SmartWare Software

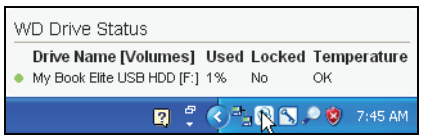
If the WD SmartWare software does not start automatically, you can restart it by:

- Clicking **Start** > **(All) Programs** > **WD SmartWare** > **WDSmartWare**
- Double-clicking the WD SmartWare icon in the taskbar

Note: You can also left- or right-click the WD SmartWare icon in the taskbar and select **WD SmartWare**.

Checking Drive Status

Hover the pointer over the WD SmartWare icon in the taskbar to see the drive capacity used and drive temperature, and to find out if the drive is locked:



Monitoring Icon Alerts

The WD SmartWare icon in the taskbar flashes to indicate drive status:

IF the WD SmartWare icon flashes . . .	THEN the drive might be . . .
Green and white,	Locked or in a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).
Red and white,	Overheated. Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

Safely Disconnecting the Drive

CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

You can safely disconnect the drive from your computer by using either:

- The WD SmartWare icon in the taskbar
- The drive power button

Using the WD SmartWare Icon

To safely disconnect the drive using the WD SmartWare icon:

1. Right-click the WD SmartWare icon in the taskbar, and then click **Safely remove My Book Elite USB HDD**:

   You might hear the drive power down.

2. Wait for the power/activity LED to turn off before disconnecting the drive from the computer.

Using the Drive Power Button

To safely disconnect the drive using the drive power button:

1. Press the power button on the back of the My Book drive.

   You might hear the drive power down.

2. Wait for the power/activity LED to turn off before disconnecting the drive from the computer.

Customizing Your Software Settings

The WD SmartWare software makes it easy for you to quickly customize its own software settings for the best possible performance with your drive by:

- Specifying the number of backup versions that you want to keep for each file
- Inhibiting backups until times when your computer is idle
- Specifying a unique folder to store files retrieved from your drive
- Automatically checking for WD SmartWare software updates

To customize your WD SmartWare software settings for the best possible performance with your drive, on the Software Settings screen (see Figure 12 on page 25):

IF you want to . . .	THEN click . . .	AND see . . .
Change the number of backup versions to keep for each file,	**File History**	"Specifying the Number of Backup Versions" on page 25.
Enable anytime backups or inhibit them until your computer is idle,	**Backup Speed**	"Pausing Backups Until Your Computer is Idle" on page 26.
Specify a path to a different retrieve folder,	**Retrieve Folder**	"Specifying a Different Retrieve Folder" on page 38.
Change the options that: checks for software updates whenever you reconnect your My Book drive to your computer,	**Preferences**	"Setting the Preferences Options" on page 39.

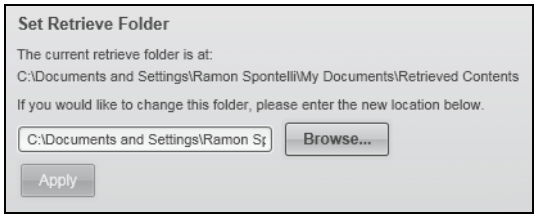
Specifying a Different Retrieve Folder

When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder

By default, the WD SmartWare software creates and uses a Retrieved Content subfolder in your My Documents folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.
2. On the Software Settings screen (see Figure 12 on page 25), click **Retrieve Folder** to display the Set Retrieve Folder dialog:



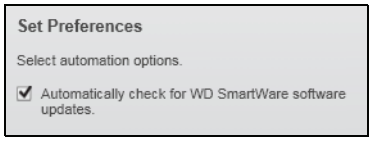
3. Click **Browse** and use the browse function to identify the new retrieve folder.
4. Click **Apply** to save and implement the new retrieve folder.

Setting the Preferences Options

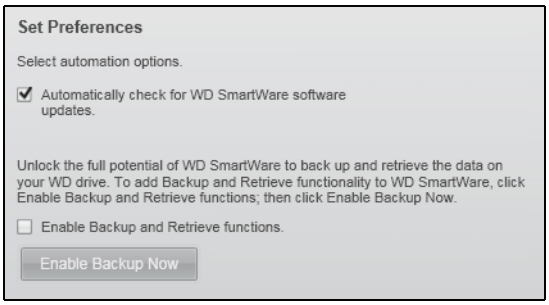
When enabled, each time you reconnect your My Book drive to your computer, the Preferences option checks for software updates. This ensures that you are always using the most-recent software version.

To enable or disable the Preferences option:

1. On either the Software Settings screen (Figure 12 on page 25) or the drive management Drive Settings screen (Figure 17 on page 32), click **Preferences** to display a Set Preferences dialog:



WD SmartWare Set Preferences Dialog



Drive Management Set Preferences Dialog

2. On either dialog, select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Preferences option.

   Note: See "Enabling the Backup and Retrieve Functions" on page 46 for information about the **Enable Backup and Retrieve** check box on the drive management Set Preferences dialog.

Customizing Your Drive Settings

The WD SmartWare software makes it easy for you to quickly customize the settings of your drive for the best possible performance.

- Label—Create a custom name (label) that appears in the "spine" area of your My Book drive.
- Security—Create, modify, and disable passwords that keep others from accessing the files on your drive.
- Registration—Register your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunities.
- Diagnostics—Run diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turn your drive off during periods of extended inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the contents on the drive, including any password that has been set.
- Virtual CD—Show or hide the virtual CD icon and drive listing in your Windows Explorer and My Computer Devices with Removable Storage displays.
- Preferences—Enable the Backup and Retrieve functions if you selected **Install Drive Settings** at the **What would you like to do?** prompt on the Welcome to WD SmartWare screen.

To customize your drive settings for the best possible performance, on either the WD SmartWare Drive Settings screen or the drive management Drive Settings screen (see Figure 6 on page 32):

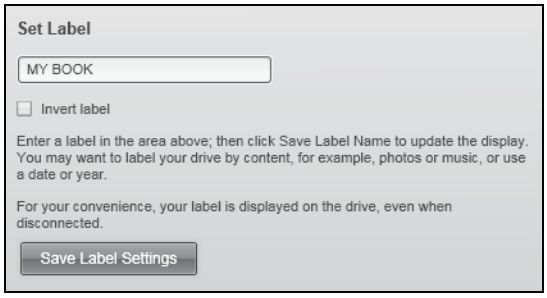
IF you want to . . .	THEN click . . .	AND see . . .
Create a custom name (label) that appears in the "spine" area of your My Book drive,	**Label**	"Specifying a Name for Your Drive" on page 41
Use a password to keep others from accessing the files on your drive,	**Security**	"Password Protecting Your Drive" on page 31.
Change your password,	**Security**	"Changing Your Password" on page 35.
Remove password protection from your drive,	**Security**	"Turning Off the Drive Lock Feature" on page 34.
Register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products,	**Registration**	"Registering Your Drive" on page 41.
Run drive diagnostics and status checks,	**Diagnostics**	"Checking Drive Health" on page 47.
Specify an inactive time interval to turn off your drive,	**Sleep Timer**	"Setting the Drive Sleep Timer" on page 42.
Erase your drive so you can retrieve the space and start over with a fresh set of backups,	**Drive Erase**	"Erasing Your Drive" on page 42.
Enable (show) or disable (hide) the virtual CD icon for your drive,	**Virtual CD**	"Showing or Hiding the Virtual CD Icon" on page 45
Change the option that checks for software updates whenever you reconnect your WD SmartWare drive to your compute,	**Preferences** (Only available on the drive management Drive Settings screen)	"Setting the Preferences Options" on page 39.
Enable the Backup and Retrieve functions,	**Preferences** (Only available on the drive management Drive Settings screen)	"Enabling the Backup and Retrieve Functions" on page 46.

Specifying a Name for Your Drive

The custom label that you specify remains on your drive even when it is turned off or disconnected from your computer.

To specify a name for your drive:

1. On the Drive Settings screen (see Figure 17 on page 32), click **Label** to display the Set Label dialog:



2. Type your label in the **Set Label** box
3. Select or clear the **Invert label** check box to establish the label presentation that you want—dark text against a light background, or vice versa.
4. Click **Save Label Name** to apply the label to your drive.

Registering Your Drive

The WD SmartWare software uses your computer's Internet connection to register your drive. To register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products:

1. Make sure that your computer is connected to the Internet.
2. On the Drive Settings screen (see Figure 17 on page 32), click **Registration** to display the Register Drive dialog:

3. Type your first name in the **First name** box.
4. Type your last name in the **Last name** box.
5. Type your e-mail address in the **E-mail address** box.
6. Select your language in the **Preferred language** box.

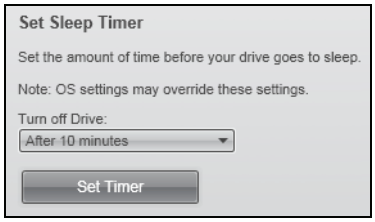
7. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive e-mail notifications about software updates, product enhancements, and price discount opportunities.
8. Click **Register Drive** to register your drive.

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To specify the inactivity period for the sleep timer:

1. On the Drive Settings screen (see Figure 17 on page 32), click **Sleep Timer** to display the Set Sleep Timer dialog:



2. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.
3. Click **Set Timer** to save and implement your sleep timer selection.

Erasing Your Drive

CAUTION! Erasing your drive permanently deletes all of the data on your drive. Always make sure that you no longer need any of the data on your drive before erasing the drive.

The WD SmartWare software provides two ways to erase your drive, depending on whether your My Book drive is locked or not:

IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	*Want* to erase the drive,	"Using the Drive Settings Drive Erase Function" in the following section.
Locked,	Have forgotten or lost your password and *must* erase the drive,	"Using the Drive Unlock Utility" on page 43.

Using the Drive Settings Drive Erase Function. To erase your My Book when the drive is not locked:

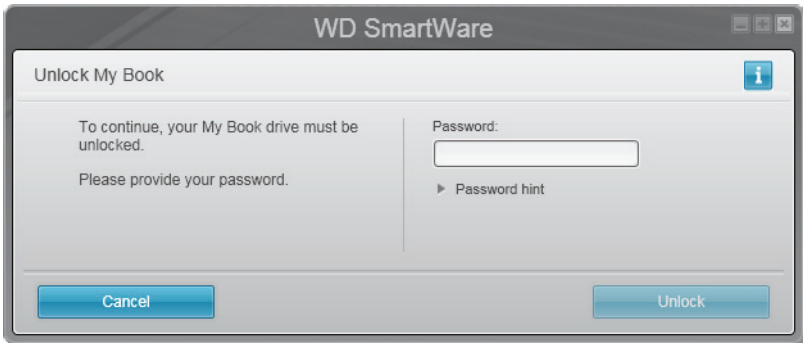
1. On the Drive Settings screen (see Figure 17 on page 32), click **Drive Erase** to display the Erase Drive dialog:

2. Read the warning about the loss of data if you erase your drive.
3. Click the **I understand** check box to signify that you accept the risk.
4. Click **Drive Erase** to erase your drive.

Note: Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to do it again after erasing the drive. (See “Password Protecting Your Drive” on page 31.)

Using the Drive Unlock Utility. To erase your My Book when the drive is locked and you have forgotten or lost your password:

1. Either:
   - Click the My Book image above the **Drive is locked** prompt on the Home screen to display the WD SmartWare drive unlock screen:



   - Start the WD SmartWare Drive Unlock utility by either:
     - Using your computer’s file management utility to open the WD SmartWare virtual CD and double-clicking the Unlock.exe file
     - Clicking **Start** > **My Computer** opening the WD SmartWare virtual CD listing under Devices with Removable Storage and double-clicking the Unlock.exe file

2. Make five attempts to unlock the drive by:
   a. Typing a password in the **Password** box.
   b. Clicking **Unlock**.
3. The fifth invalid password attempt displays the **Too many attempts** prompt:

4. Read the warning about the loss of data if you erase your drive.
5. Click the **I understand** check box to signify that you accept the risk.
6. Click **Format** to erase your drive.

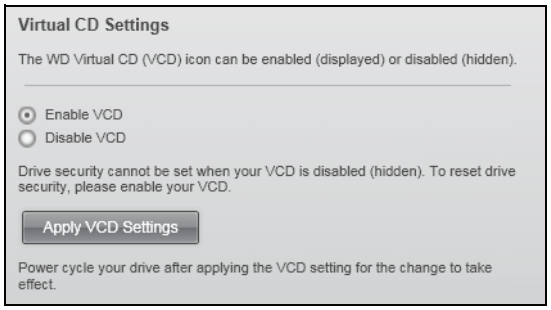
Note: Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to do it again after erasing the drive. (See “Password Protecting Your Drive” on page 31.)

Showing or Hiding the Virtual CD Icon

Each WD SmartWare drive that you connect to your computer adds its own virtual CD icon to your Windows Explorer and My Computer Devices with Removable Storage listings. Use the Virtual CD Settings dialog to enable (show) or disable (hide) the virtual CD icon for your drive.

Note: Hiding the virtual CD icon also disables password protection for your drive. If you disable (hide) the VCD, you will not be able to create a password to protect your drive. Or, if you have already created a password, you will not be able to disable (hide) the VCD until you remove password protection (see "Turning Off the Drive Lock Feature" on page 34).

1. On the Drive Settings screen (see Figure 17 on page 32), click **Virtual CD** to display the Virtual CD Settings dialog:

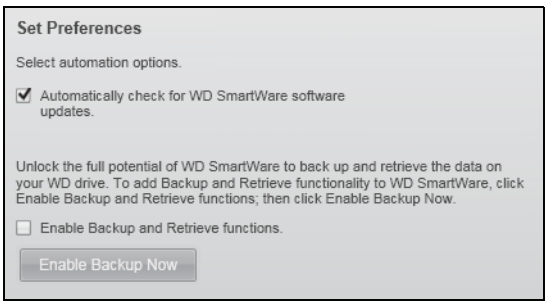


2. Click:
   - **Enable VCD** if you want to show the virtual CD icon
   - **Disable VCD** if you want to hide the virtual CD icon
3. Click **Apply VCD Settings** to implement your selection.
4. As prompted, for your change to take effect, you must power cycle your My Passport drive:
   a. Disconnect the USB micro cable from your drive.
   b. Either disconnect the AC power adapter cable or press the power button to off.
   c. Wait ten seconds.
   d. Either reconnect the AC power adapter cable or press the power button to on.
   e. Reconnect the USB micro cable to your drive.
5. Check your Windows Explorer and My Computer Devices with Removable Storage listings to confirm the change.

Enabling the Backup and Retrieve Functions

If you selected **Install Drive Settings** at the **What would you like to do?** prompt on the Welcome to WD SmartWare screen and now want to enable the backup and retrieve functions:

1. On the disk management Drive Settings screen (see Figure 17 on page 32), click **Preferences** to display the Set Preferences dialog:



2. Select the **Enable Backup and Retrieve functions** check box.
3. Click **Enable Backup Now** to:
   - Add the **Backup** and **Retrieve** tabs to the Home screen display
   - Add the **Set Up Software** and **Set Up Drive** options to the Settings screen
   - Remove the **Preferences** option from the Drive Settings screen

Uninstalling the WD SmartWare Software

You can easily uninstall the software. However, you will need to restart the Run Backup backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See “Backing Up Your Computer Files” on page 20.)

Use your operating system’s Add or Remove Programs function to uninstall the WD SmartWare software from your computer.

Uninstalling on Windows XP

1. Click **Start** > **Control Panel**.
2. Double-click **Add or Remove Programs**.
3. Select **WD SmartWare** and click **Remove.**
4. Click **Yes** at the **Are you sure...** prompt.

Uninstalling on Windows Vista or Windows 7

1. Click **Start** > **Control Panel**.
2. Double-click **Programs and Features**.
3. Click **WD SmartWare** or the WD SmartWare icon and click **Uninstall/Change** at the top of the screen.
4. Click **Yes** at the **Do you wish to proceed...** prompt.

7

Checking Drive Health

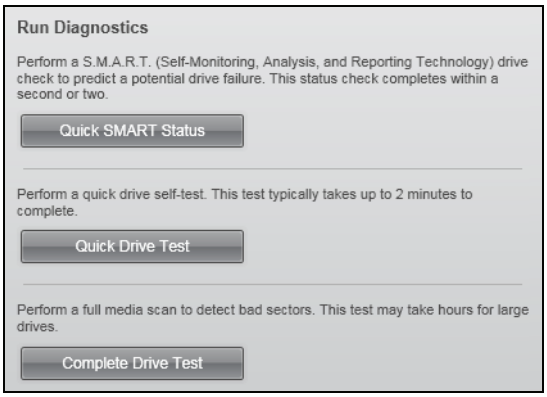
The data files on your My Book drive are important to you. The WD SmartWare software has several built-in diagnostic tools to help make sure that your drive is performing well. Run one of the following tests if you are concerned that your drive is not operating properly:

Diagnostic Tool	Description
Quick S.M.A.R.T. Status Check	S.M.A.R.T. is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive might be approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs. The result of a quick S.M.A.R.T. status check is a pass or fail evaluation of the drive's condition. The S.M.A.R.T. status check completes within a second or two.
Quick Drive Test	Your My Book drive has a built-in Data Lifeguard diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems. The result of a quick drive test is a pass or fail evaluation of the drive's condition. The quick drive test can take several minutes to complete.
Complete Drive Test	The most comprehensive drive diagnostic is the complete drive test. It methodically tests each and every sector for error conditions, and inserts bad-sector markers as required. The complete drive test can take several hours to complete, depending on the size and data configuration of your drive.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the quick S.M.A.R.T. status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when backing up or retrieving files.

To run drive diagnostics and status checks:

1. On the Drive Settings screen (see Figure 17 on page 32), click **Diagnostics** to display the Run Diagnostics dialog:



2. Click the button for the test that you want to run:
   - **Quick SMART Status**
   - **Quick Drive Test**
   - **Complete Drive Test**

8

Using the Drive with a Mac

The My Book drive is preformatted as a single NTFS partition for compatibility with all updated Windows operating systems. To use the drive on Mac OS X operating systems (Tiger/Leopard/Snow Leopard), and to use Time Machine, if you want, you must first reformat it to a single HFS+J partition.

This chapter includes the following topics:

Reformatting the Drive
Connecting the Drive and Getting Started
Enhancing Performance with WD +TURBO
Installing the WD SmartWare Software
Getting Started with the WD SmartWare Software
The WD SmartWare Home Screen
Using the WD SmartWare Icon
Opening the WD SmartWare Software
Checking Drive Status
Safely Dismounting the Drive
Unlocking the Drive
Uninstalling WD SmartWare Software

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *support.wdc.com* and refer to the appropriate Knowledge Base Answer ID for information about reformatting a Windows drive:

- 287 or 3323 for Mac OS X
- 1364 for FAT32

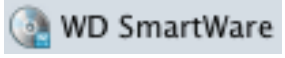
See “Troubleshooting” on page 54 for more information about reformatting a drive.

Connecting the Drive and Getting Started

After you have reformatted the drive for use on a Mac computer:

1. Turn on your Mac computer.
2. Connect the My Book drive to your computer as shown in Figure 4 on page 8.
3. After you physically connect the drive, the WD SmartWare virtual CD:
   - Icon displays on the desktop:

   - Is listed under Devices in Finder:



The My Book icon also displays on your desktop, where “MY BOOK” is the name you assigned to the volume when you reformatted the drive for use with the Mac computer:

Your My Book drive is now ready to use as an external storage device. You can enhance its performance by installing the following software that is on the drive:

- WD +TURBO utility (see “Enhancing Performance with WD +TURBO” in the next section)
- WD SmartWare software (see “Installing the WD SmartWare Software” on page 52)

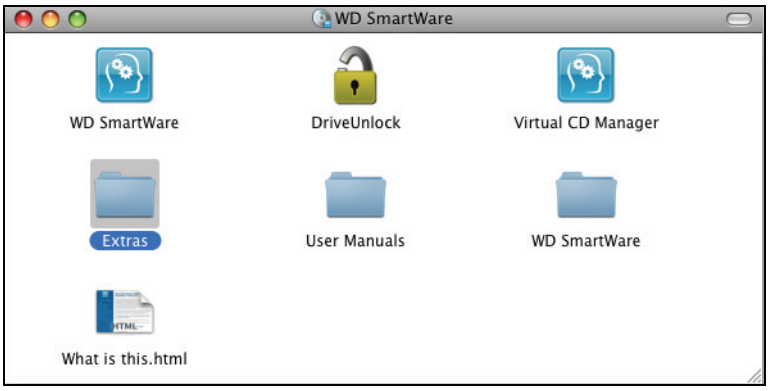
Enhancing Performance with WD +TURBO

WD +TURBO is a utility on the My Book drive that you can install to improve the performance of the drive on a Mac computer.

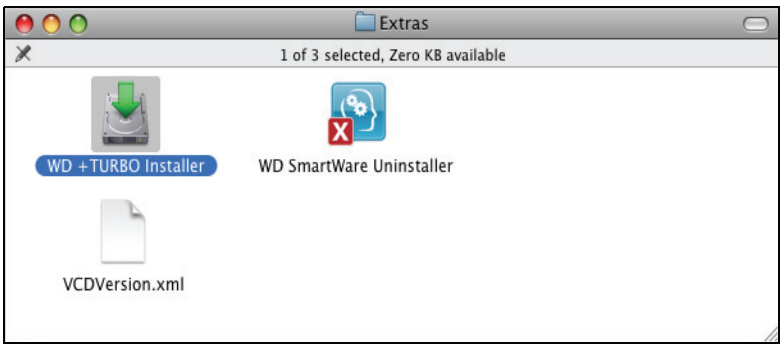
If you are going to install the WD SmartWare software, you do not need to install the WD +TURBO utility yourself—the WD SmartWare software will install it for you. If you are not going to install the WD SmartWare software, install WD +TURBO to enhance the performance of your My Book drive.

To install WD +TURBO:

1. Double-click the WD SmartWare virtual CD icon and then double-click the Extras folder on the screen that displays:



2. Double-click the WD +TURBO Installer icon:

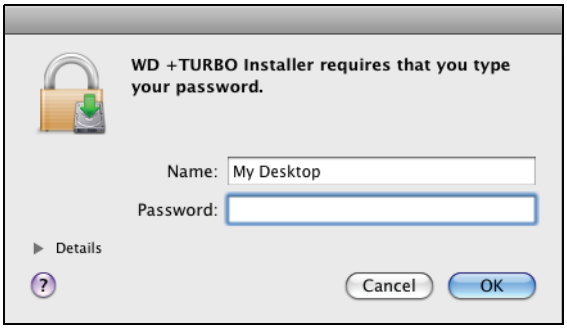


3. Click Install on the WD +TURBO Driver Installer screen:

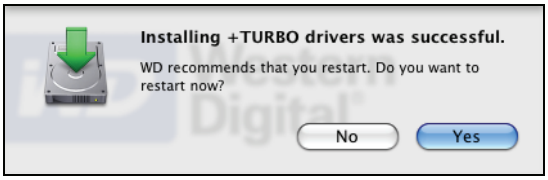
4. Read the license agreement and click **Accept** to continue.
5. A message informs you that installing the drivers requires you to restart your computer to make them active:

Click **Yes** to continue.

6. Type the password that you normally use to access the computer in the **Password** box:



7. Click **OK**.
8. As prompted, when the installation completes, click **Yes** to restart the computer:



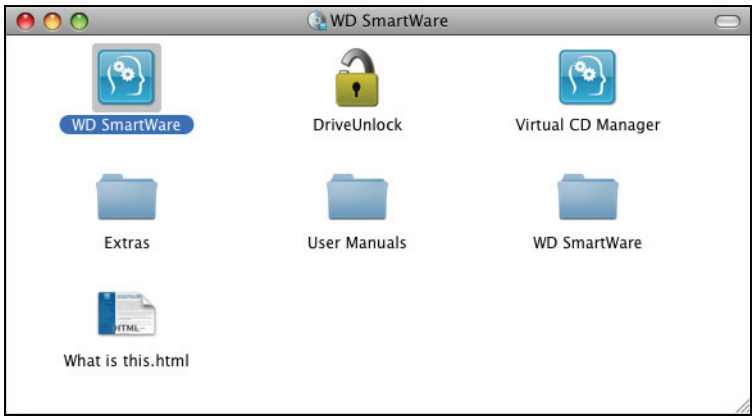
9. When the computer restarts, the My Book icon now looks like this, where "MY BOOK" is the name you assigned to the volume when you reformatted the drive for use with the Mac computer:

Your My Book drive is now ready to use as an enhanced-performance external storage device.

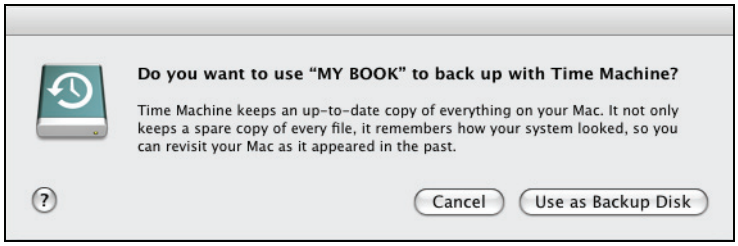
Installing the WD SmartWare Software

To install the WD SmartWare software:

1. Double-click the WD SmartWare virtual CD icon and then double-click the WD SmartWare icon on the screen that displays:



Note: Mac OS X Leopard and Snow Leopard only: A message asks whether you want to use the My Book drive to back up with Time Machine:



WD SmartWare software is fully compatible with Apple's Time Machine software. When using Time Machine, you can still use the WD SmartWare software for password protecting the drive, registering the drive, and running drive diagnostics.

a. If you *do not* want to use the Time Machine backup software, click **Cancel**.

b. If you *do* want to use the Time Machine backup software, click **Use as Backup Disk**. The My Book icon now displays as:

2. The Welcome to WD SmartWare Software screen displays:

Note: If a Flash Player is installed on your computer, the screen is animated.

3. Continue to “Getting Started with the WD SmartWare Software” in the next section.

Getting Started with the WD SmartWare Software

After you select either **Install WD SmartWare**, **Install Drive Settings**, or **Retrieve a backup**, the software will guide you through a simple two-step WD SmartWare software installation process. If a newer version of software is available the system will automatically alert you. WD highly recommends using the latest version of software, especially on a new installation.

After the installation is complete, the WD SmartWare software either:

- Guides you through:
  - Backing up your files (see Figure 18 on page 54 and “Backing Up Your Computer Files” on page 20)
  - Setting up your drive security (see Figure 19 on page 54 and “Password Protecting Your Drive” on page 31)
- Displays the Home screen (see Figure 20 on page 55 and “WD SmartWare Overview” on page 14)

Note: The initial Backup and Drive Settings screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.

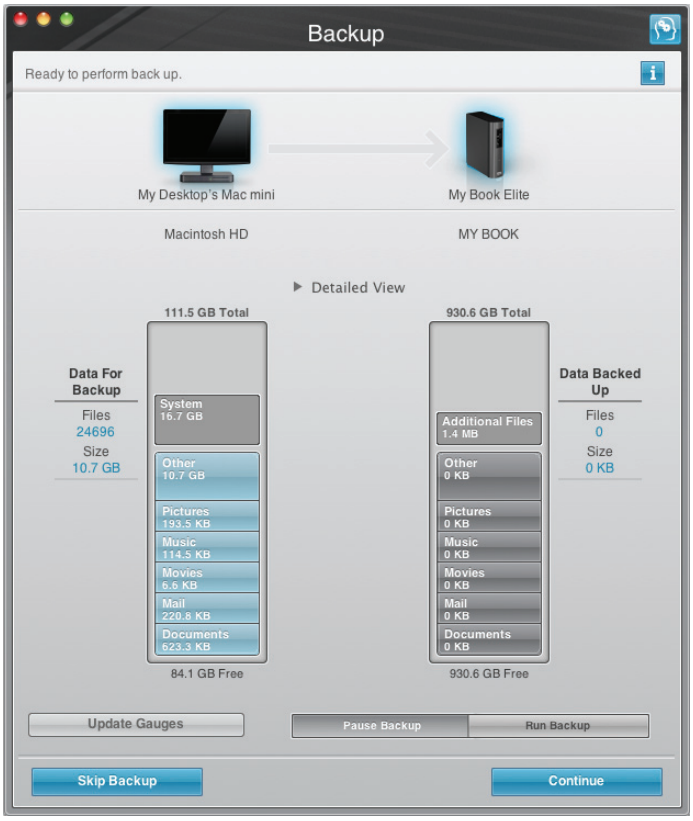


Figure 18. Initial Backup Screen

Figure 19. Initial Drive Settings Screen

Figure 20. Home Screen

The WD SmartWare Home Screen

On the Home screen, you can modify the primary drive being categorized with the drop-down selection box under the name of your computer. If you select a different drive, the system will identify the categories of files on that drive. Then click the **Backup** or **Retrieve** tab to either back up from or retrieve files to a location other than your computer's main hard drive.

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in categories that are based on the following folders on your computer:

- **Music**
- **Movies**
- **Pictures**
- **Mail**
- **Documents**
- **Other**

Each category includes all of the files in the represented folder except the **Other** category, which includes all of the files in all other folders on your computer.

Note that:

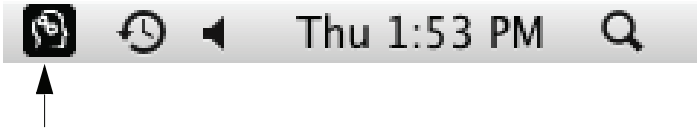
- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the pointer over a category displays the number of files in the category.

In the Content Gauge for your My Book drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

Note: The small number of files that are shown in the **Additional Files** category when you first install the WD SmartWare software—before performing your first backup—represent the system and hidden files that your computer's operating system put there when you installed the drive.

Using the WD SmartWare Icon

After you have installed the WD SmartWare Software, the WD SmartWare icon displays in the bar at the top-right corner of the screen.



By clicking the icon, you can:

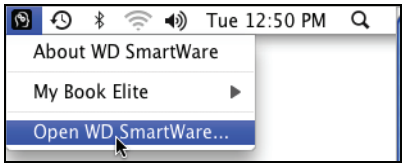
- Open the WD SmartWare software
- Check the drive status
- Safely dismount the drive and the virtual CD

The following sections describe how to use the icon and other ways to do these things.

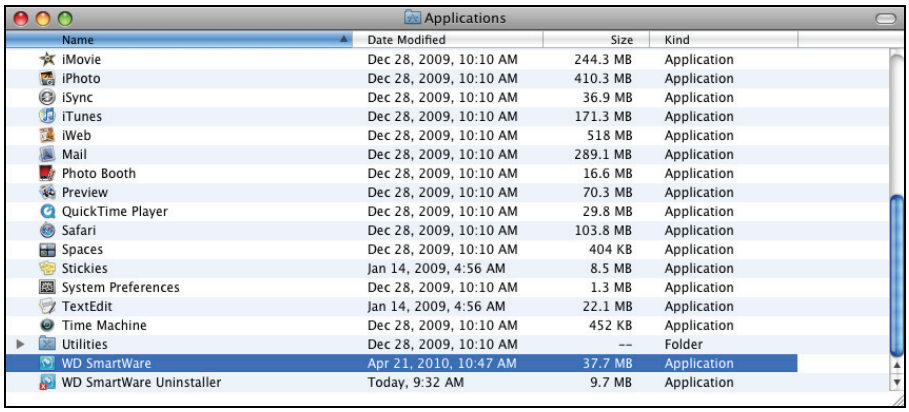
Opening the WD SmartWare Software

If the WD SmartWare software does not start automatically, you can restart it by:

- Clicking the WD SmartWare icon and selecting **Open WD SmartWare**:



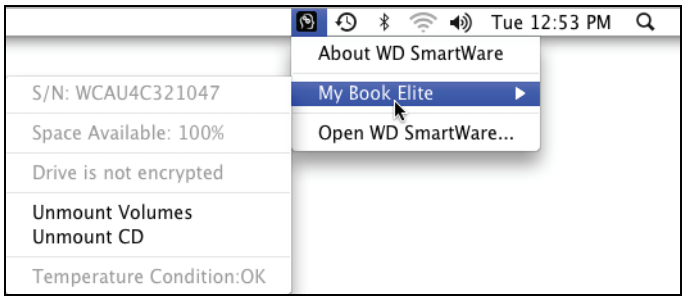
- Double-clicking **WD SmartWare** in the Applications list.



Checking Drive Status

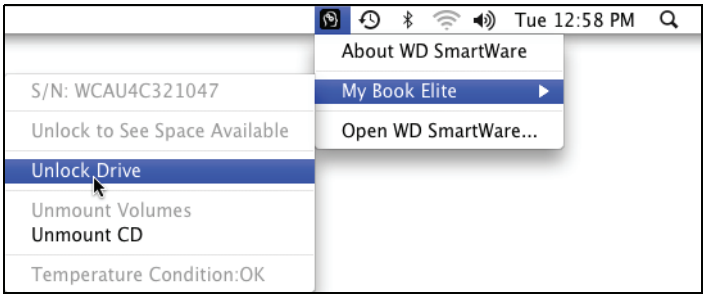
Use the WD SmartWare icon to determine whether the drive is encrypted (locked), how full the drive is, the drive's serial number, and the temperature condition of the drive:

1. Click the WD SmartWare icon to display a list of drives and select the My Book drive:

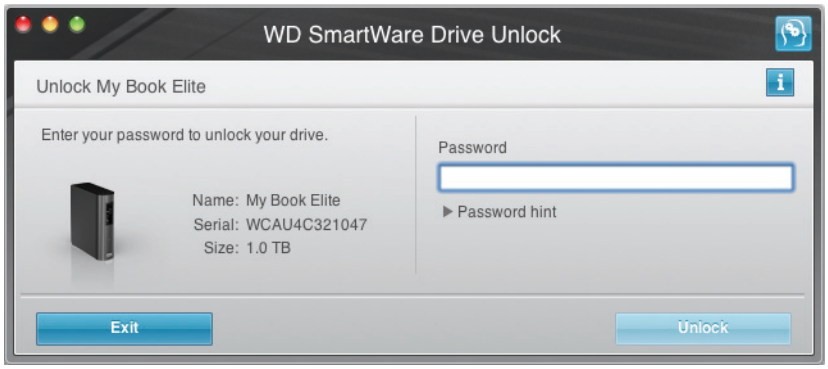


2. If the drive is unlocked (not encrypted), the submenu displays the serial number of the drive, the space available (if the drive is unlocked), and the temperature condition.

   If the drive is locked:



a. Click **Unlock Drive** on the submenu to display the WD SmartWare Drive Unlock screen:



b. Type your Password in the **Password** box.

c. Click **Exit** at the **Your drive is now unlocked** prompt to close the WD SmartWare Drive Unlock screen.

3. Repeat step 1 to see the drive status.

Safely Dismounting the Drive

You can safely dismount the drive from a Mac using either the:

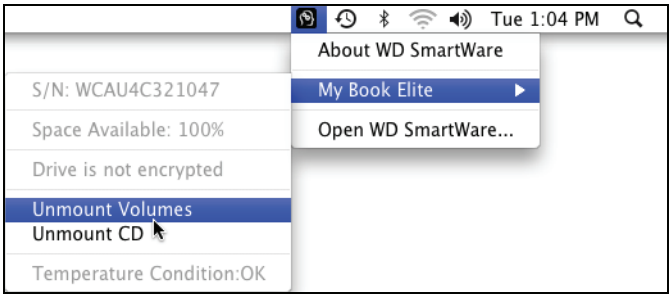
- WD SmartWare icon
- My Book icon
- Drive power button

CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

Using the WD SmartWare Icon

To safely dismount the drive using the WD SmartWare icon:

1. Click the WD SmartWare icon to display a list of drives.
2. Select the My Book drive, and then on the submenu, select **Unmount Volumes**:



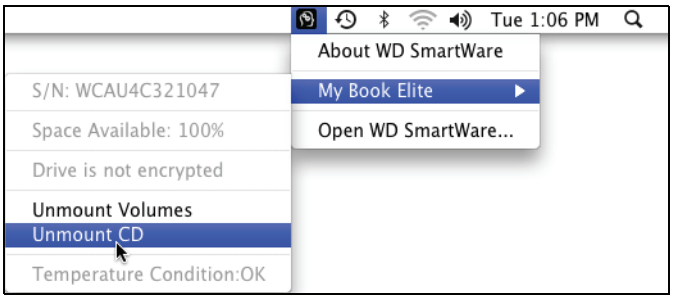
If the drive has more than one volume, a prompt asks you to select the volume.

You might hear the drive power down.

3. Before you disconnect the drive from the computer, dismount the WD SmartWare virtual CD:

a. Click the WD SmartWare icon again to display a list of drives.

b. Reselect the My Book drive, and then on the submenu, select **Unmount CD:**

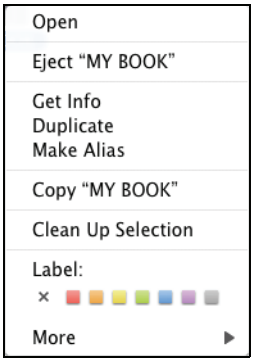


4. Wait until both the My Book drive icon and the WD SmartWare virtual CD icon disappear from the desktop before disconnecting the drive from the computer.

Using the My Book Icon

To safely dismount the drive using the My Book icon:

1. Right- or control-click the My Book icon on the desktop and click **Eject** "MY BOOK" where "MY BOOK" is the name you assigned to the volume when you reformatted the drive for use on a Mac computer:



   You might hear the drive power down.

2. Before you disconnect the drive from the computer, dismount the WD SmartWare virtual CD:

   Right- or control-click the WD SmartWare icon on the desktop and click **Eject "WD SmartWare"**:

3. Wait until both the My Book drive icon WD SmartWare virtual CD icon disappear from the desktop before disconnecting the drive from the computer.

Using the Drive Power Button

To safely dismount the drive using the drive power button:

1. Press the power button on the back of the My Book drive.

   You might hear the drive power down.

2. Wait until both the My Book drive icon and the WD SmartWare virtual CD icon disappear from the desktop before disconnecting the drive from the computer.

Unlocking the Drive

After you have created a password to keep others from accessing the files on your drive, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

You will have to do this even if you do not have the WD SmartWare software installed on your computer.

Unlocking Your Drive with the WD SmartWare Software

The procedure for unlocking your drive with the WD SmartWare software can be automatic or manual, depending on whether the **Please provide your password** prompt appears or not.

Automatically. Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, the WD SmartWare software displays the **Please provide your password** prompt:

To unlock your drive:

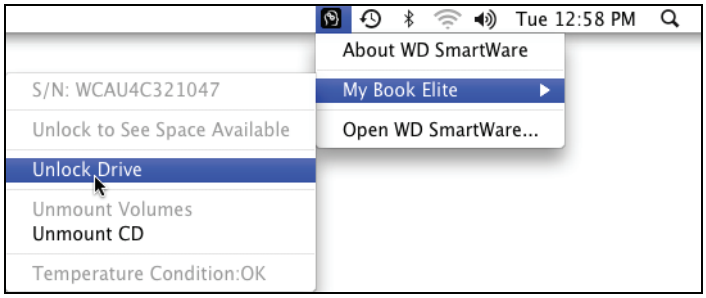
1. Type your password in the **Password** box.
2. Click **Unlock** to unlock your drive and enable the WD SmartWare software.

Manually. If your computer goes into sleep mode, an unlock screen might not display when you reactivate it. To unlock the drive, you can use either the:

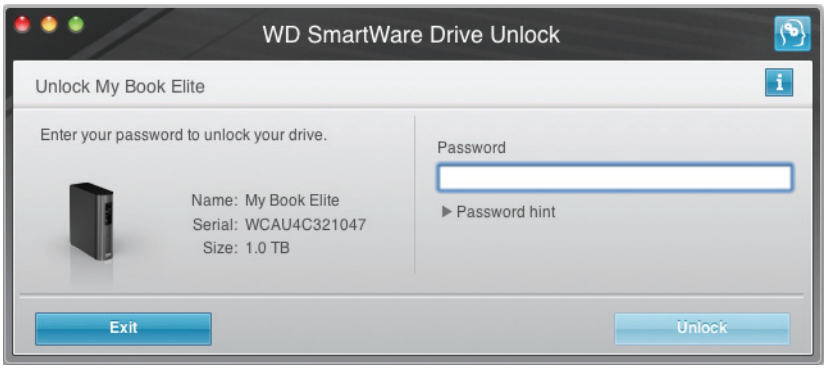
- WD SmartWare VCD as described in “Unlocking Your Drive Without the WD SmartWare Software” on page 61
- WD SmartWare icon

To unlock the drive manually, using the WD SmartWare icon:

1. Click the WD SmartWare icon in the bar at the top-right corner of the screen.
2. Select the My Book drive and then click **Unlock Drive**:



3. Type your password in the **Password** box and click **Unlock o**n the WD SmartWare Drive Unlock screen:



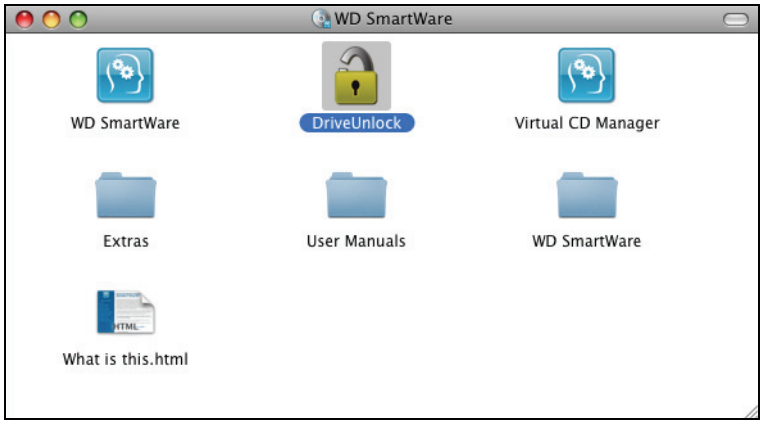
4. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock screen.

Unlocking Your Drive Without the WD SmartWare Software

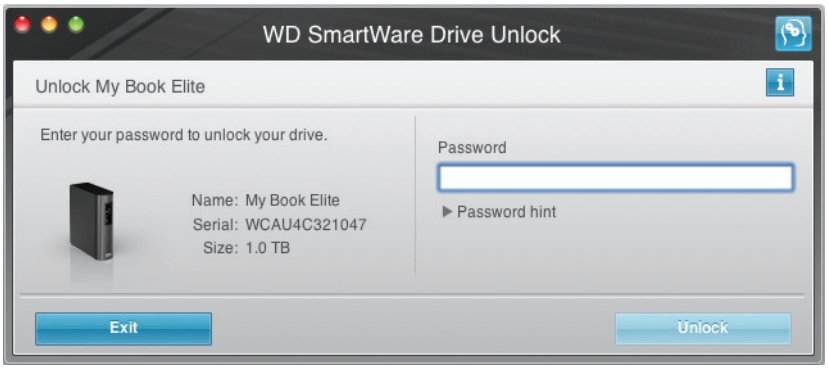
Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can use the WD SmartWare Drive Unlock utility to unlock the drive there. The WD SmartWare software provides the Drive Unlock utility on the WD SmartWare virtual CD drive (VCD) that appears on your desktop:

To unlock the drive without the WD SmartWare software installed:

1. Double-click the WD SmartWare VCD icon and double-click the Drive Unlock icon on the screen that appears:



2. Type your password in the **Password** box:



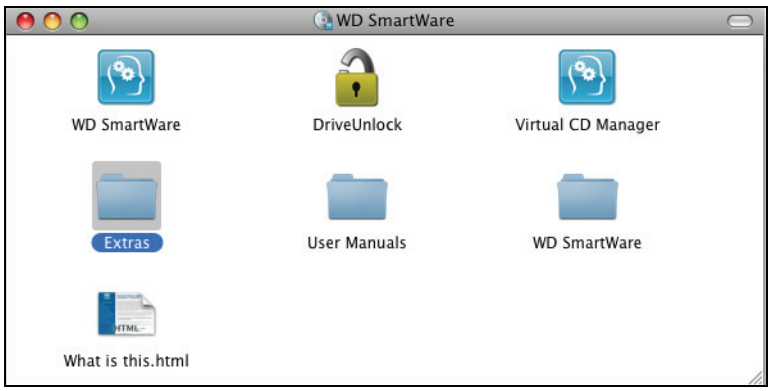
3. Click **Unlock** to unlock your drive.
4. Click **Exit** at the **Your drive is now unlocked** prompt to close the WD SmartWare Drive Unlock utility screen.

Uninstalling WD SmartWare Software

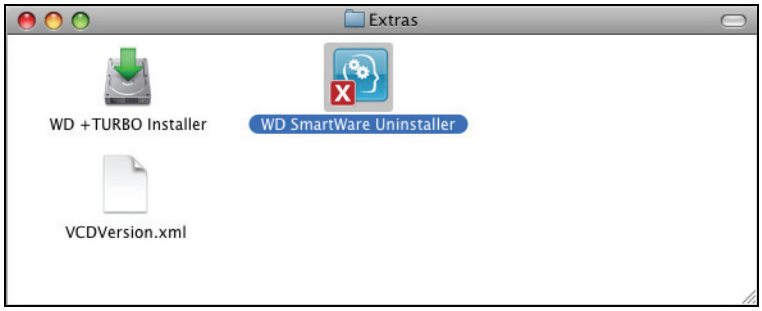
You can easily uninstall the software. However, you will need to restart the Run Backup backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See “Backing Up Your Computer Files” on page 20.)

To uninstall the WD SmartWare software:

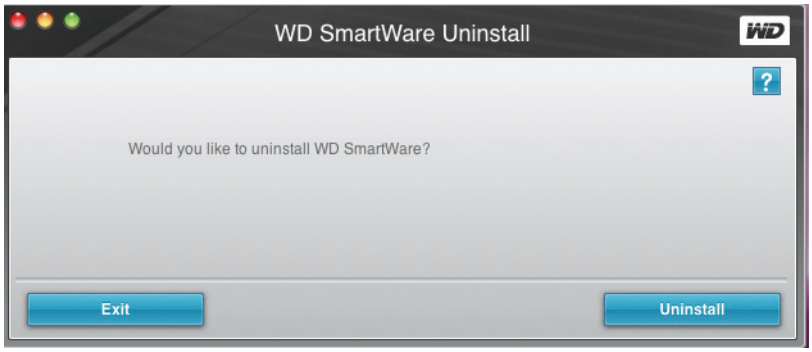
1. Double-click the WD SmartWare VCD icon, and then double-click the Extras folder on the screen that displays:



2. Double-click the WD SmartWare Uninstaller icon:



3. Click **Uninstall** on the WD SmartWare Uninstall screen:



9

Troubleshooting

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

If you have problems when installing or using this product, refer to this troubleshooting section or visit our support website at *support.wdc.com* and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
▪ Install, partition, and format the drive in Windows XP and Vista	207, 3322
▪ Install, partition, and format the drive to Mac OS X 10.4.11 and 10.5+	287, 3323
▪ Reformat from Mac GPT to Windows XP NTFS	3645
▪ Reformat the drive from Mac GPT to Windows Vista NTFS format	3647
▪ Obtain and reinstall the original software included with this product	1425
▪ Format the drive to the FAT32 file system*	1364
▪ Use the drive on a Mac and a PC simultaneously	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows; however, Windows users can overcome these file size limitations by formatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at support.wdc.com and article IDs 314463 and 184006 at support.microsoft.com for further details. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from support.wdc.com/download.*

Frequently Asked Questions

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built into the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

Note: If an additional external drive is connected to the WD product, USB bandwidth is shared and may affect performance.

Q: *Why does the drive not power up?*

A: Be sure the drive is plugged in to a power source. A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our website at *store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer may attempt to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

A

Installing an SES Driver

If you decide to not install the WD SmartWare software, you must have an SES driver installed on computers running Windows to keep the hardware popup wizard from displaying every time you connect your My Book drive to your computer.

Note: The SES Driver is installed automatically when you install the WD SmartWare software or if you clicked **Do Not Install** on the Welcome to WD SmartWare screen (see "Getting Started Without WD SmartWare Software" on page 15).

This appendix includes the following topics:

Installing on Windows XP Computers
Installing on Windows Vista Computers
Installing on Windows 7 Computers

Installing on Windows XP Computers

After you physically connect the drive as shown in Figure 4 on page 8, the Found New Hardware Wizard screen displays.

Note: If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware Wizard screen. If they appear, close them.

You can use the Found New Hardware Wizard to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

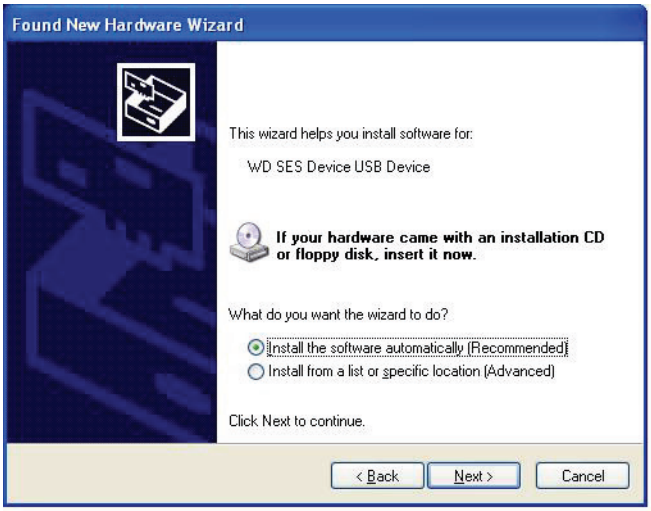
Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

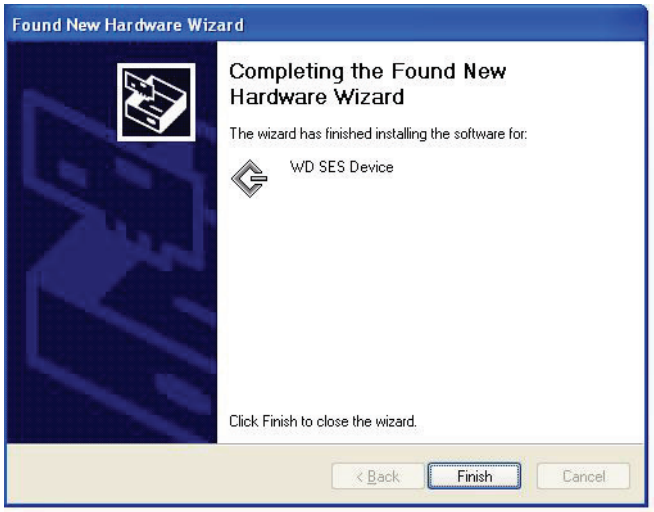
1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware Wizard screen, select **Yes this time only** to allow Windows XP to connect to Windows Update:

3. Click **Next** to continue.

4. Select **Install the software automatically** and click **Next**:



5. When the installation completes, click **Finish**:

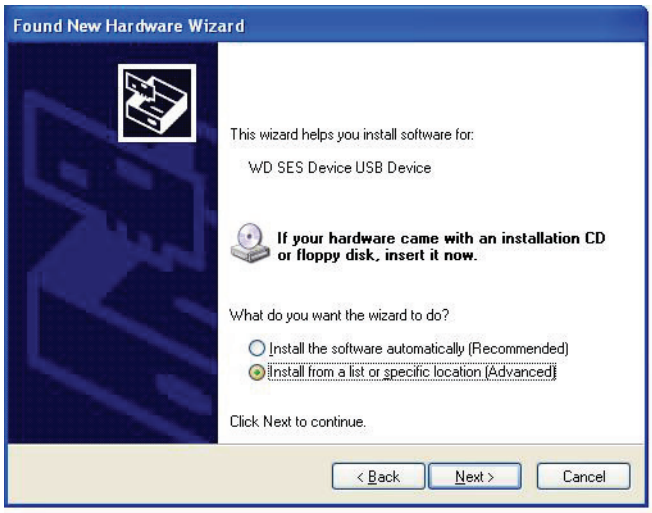


Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

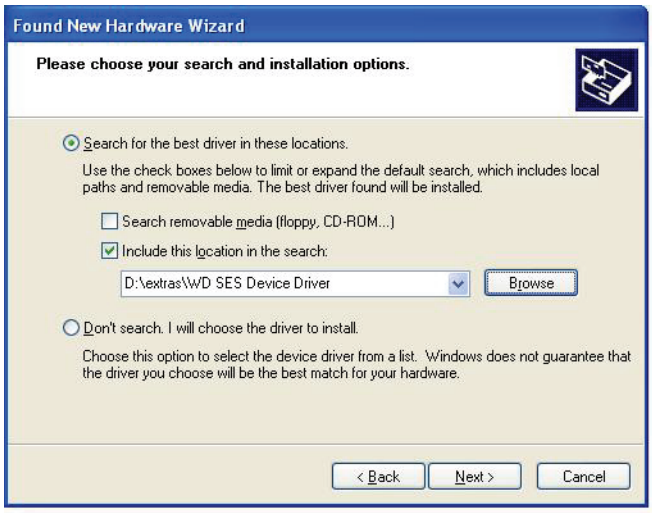
1. On the Found New Hardware Wizard screen, select **No, not this time** to inhibit a connection attempt to Windows Update:

2. Click **Next** to continue.
3. Select **Install from a list or specific location** and click **Next**:

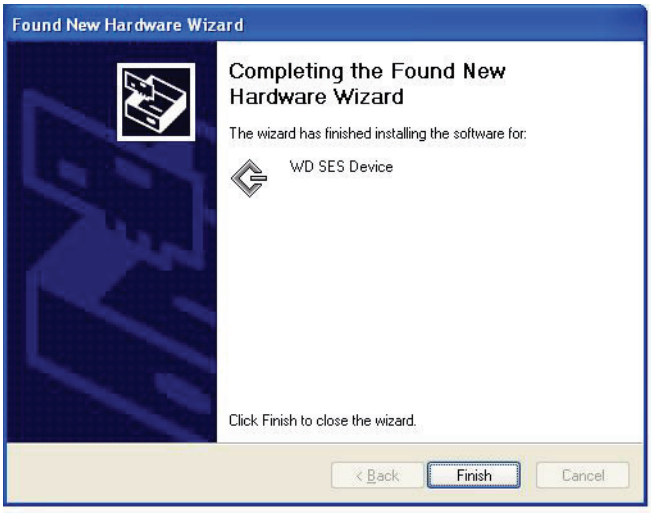


4. Browse to **My Computer** and:
   a. Double-click the My Book drive.
   b. Double-click the Extras folder.
   c. Select **WD SES Device Driver**.

d. Click **Next**:



5. When the installation completes, click **Finish**:



Installing on Windows Vista Computers

After you physically connect the drive as shown in Figure 3 on page 5 or Figure 4 on page 6, the Found New Hardware screen displays.

Note: If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware screen. If they appear, close them.

You can use the Found New Hardware screen to install the SES driver either:

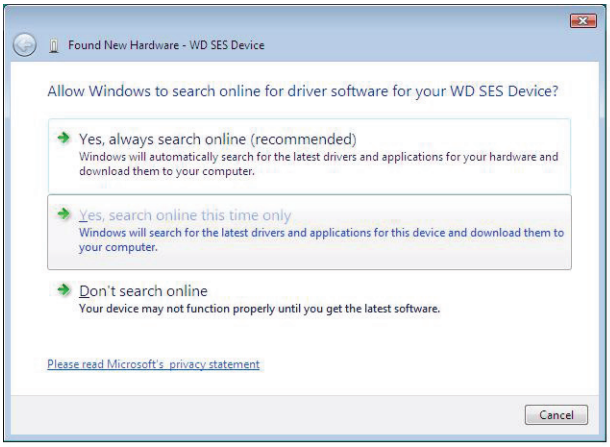
- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware wizard screen, click **Locate and install driver software**:

3. On the Found New Hardware - WD SES Device wizard screen, click **Yes, search online this time only** to allow Windows Vista to connect to Windows Update:



Windows Vista automatically:

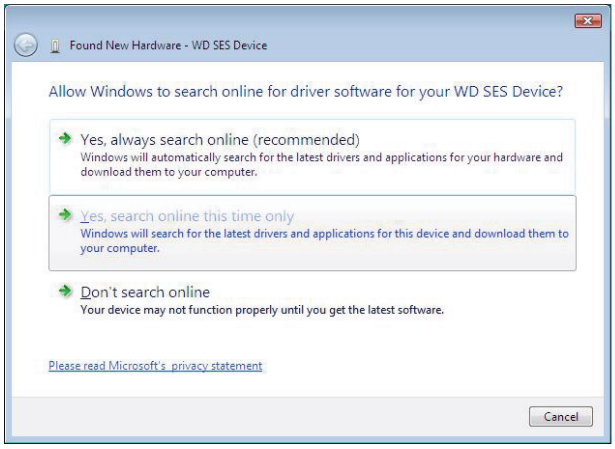
- Connects to Windows Update
- Finds, downloads, and installs the SES driver

Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

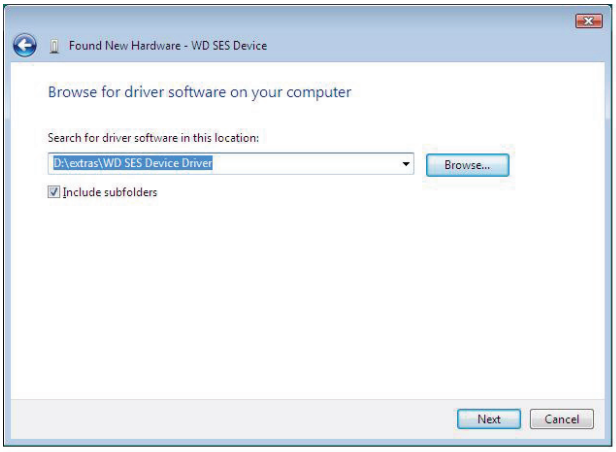
1. On the Found New Hardware wizard screen, click **Locate and install driver software**:

2. On the Found New Hardware - WD SES Device wizard screen, click **Don't search online**:

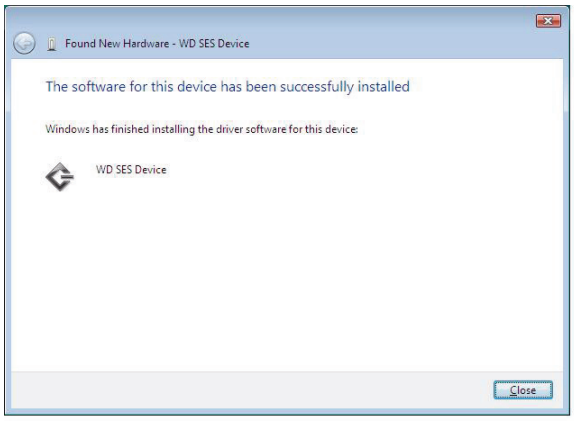


3. At the **Install the disc that came with your WD SES Device** prompt, click **I don't have the disc. Show me other options**:

4. Browse to **Computer** and:
   a. Double-click the My Book drive.
   b. Double-click the Extras folder.
   c. Select **WD SES Device Driver**.
   d. Click **Next**:



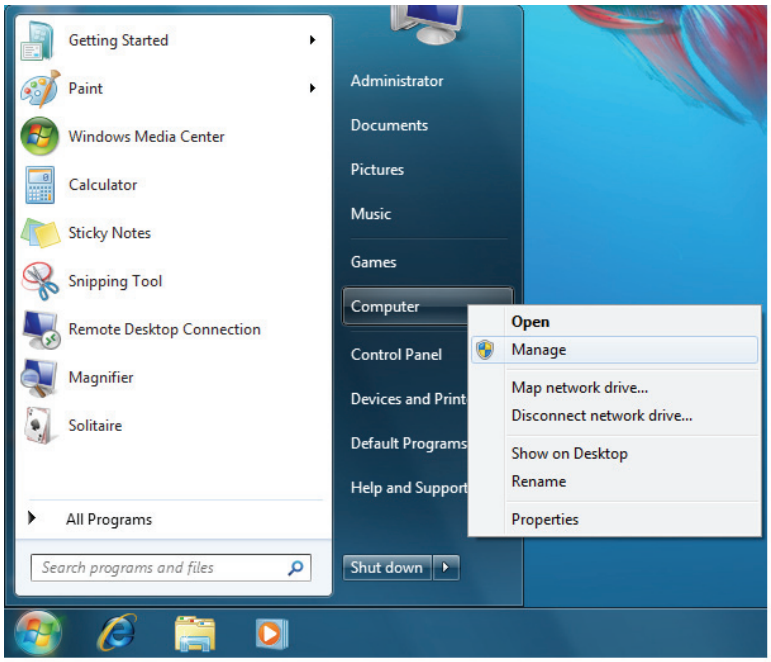
5. When the installation completes, click **Close**:



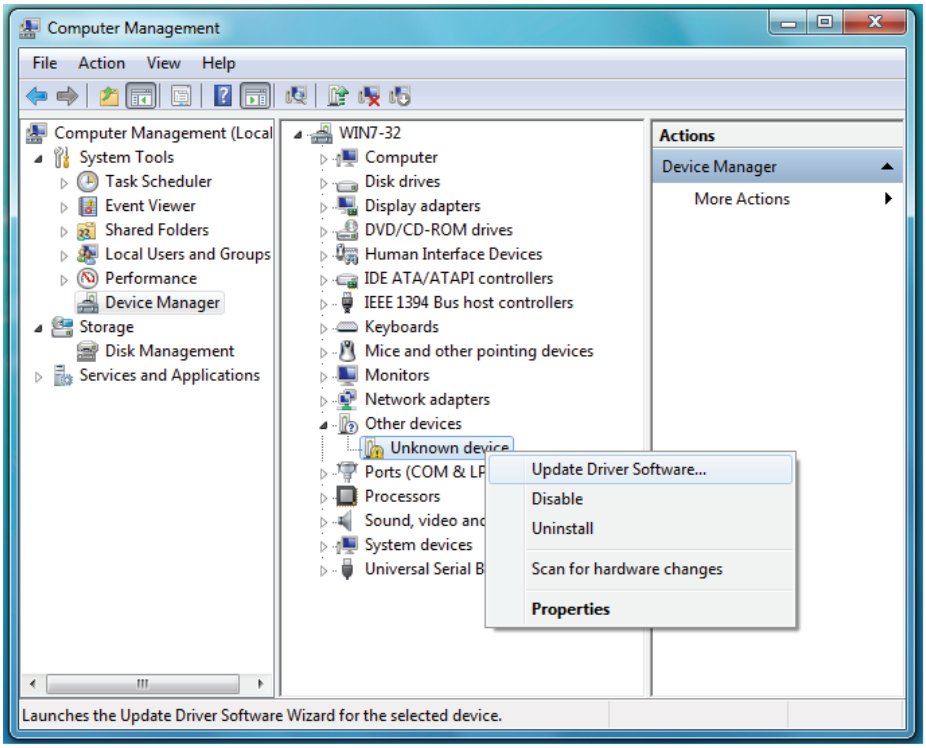
Installing on Windows 7 Computers

After you physically connect the drive as shown in Figure 3 on page 5 or Figure 4 on page 6, use the Windows 7 Computer Management utility to install the SES driver:

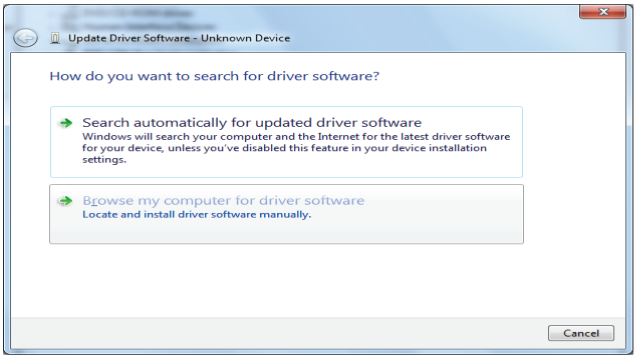
1. Open **All Programs** and click **Computer** > **Manage**:



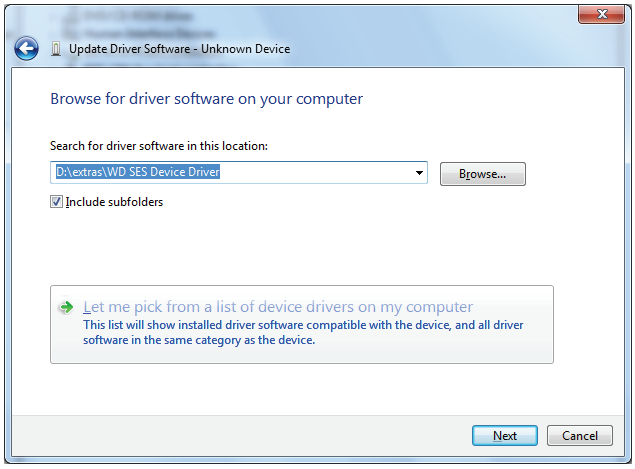
2. Under **Computer Management (Local)**, click **Device Manager** > **Unknown Device** and right-click **Update driver software**:



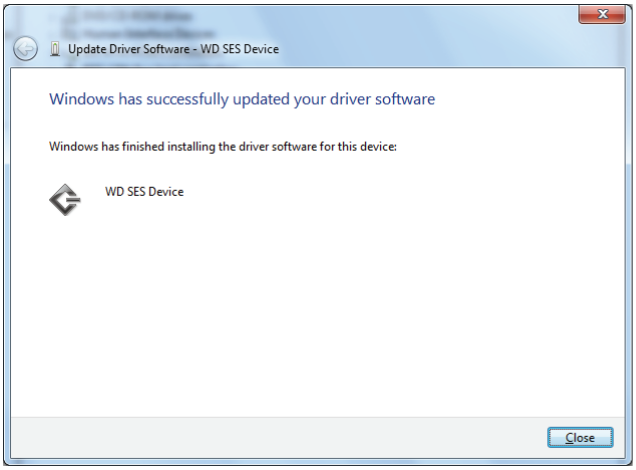
3. Click **Browse my computer for driver software**.



4. Browse to **Computer,** double-click the My Book drive, double-click the Extras folder, and select **WD SES Device Driver**:



5. Click **Next**.
6. When the installation completes, click **Close**:



B

Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

ICES/NMB-003 Compliance

Cet appareil de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1 : Sûreté d'équipement de technologie de l'information.

This product is intended to be supplied by a listed limited power source, double insulated, or direct plug-in power unit marked “Class 2.”

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A “Declaration of Conformity” in accordance with the applicable directives has been made and is on file at WD Europe.

GS Mark (Germany only)

Machine noise - regulation 3. GPSGV: Unless declared otherwise, the highest level of sound pressure from this product is 70db(A) or less, per EN ISO 7779. Maschinenlärminformations-Verordnung 3. GPSGV: Der höchste Schalldruckpegel beträgt 70 db(A) oder weniger gemäß EN ISO 7779, falls nicht anders gekennzeichnet oder spezifiziert.

KCC Notice (Republic of Korea only)

기종별§	사용자 안내문§
B급 기기¶ (가정용 정보통신기기)§	이 기기는 가정용으로 전자파적합등록을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.§

Class B Device 1 Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

Environmental Compliance (China)

部件名称	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
电路板组合 / 板卡	O	O	O	O	O	O
机箱上壳	O	O	O	O	O	O
机箱下壳	O	O	O	O	O	O
光导管	O	O	O	O	O	O
螺丝	O	O	O	O	O	O
橡皮脚垫 （4 片）	O	O	O	O	O	O
电源	X	O	O	O	O	O
USB A 接迷你 B 缆线	O	O	O	O	O	O
O: 代表此种部件所用的均质材料中所含的该种有毒有害物质均低于 SJ/T 11363-2006 规定的限量。 X: 代表此种部件所用的均质材料中所含的该种有毒有害物质均高于 SJ/T 11363-2006 规定的限量。|						

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures,

unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *support.wdc.com*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Index

A

Accessories, optional 2
Alerts, flashing icon 37

B

Backup
- about backing up files 20
- files content box 23
- procedure 22, 23

Box contents 2

C

CAUTION
- about erasing the drive 42
- about lost passwords 31
- about preventing data loss when disconnecting 37, 58
- about your unlocked drive 32

China RoHS 76
Compatibility with operating systems 3
Compliance, regulatory 75
Connecting the drive 7
Converting drive format 49, 64
Creating a password 31

D

Disconnecting the drive 37
Documents file category 14
Drive
- connecting 7
- diagnostics and status checks 47
- disconnecting from a PC 37
- dismounting from a Mac 58
- eraser, setting 40
- handling precautions 6
- label 41
- sleep timer 42

Drive Settings
- drive eraser 40, 42
- file history 38
- label 41
- registration 40, 41
- security 31, 40
- sleep timer 42

E

Environmental compliance, China 76
Erase Drive screen 43, 45, 46
Erasing the drive 42
- CAUTION about erasing the drive 42

F

FAQs
- USBs 64

FCC Class B information 75
File
- categories, defined 14, 21
- history, drive setting 38
- history, screen 25

Flashing icon alerts 37
Formatting the drive 64
Front and back views 3
Full Media Scan 47

H

Handling precautions 6
Hardware 2

I

ICES/NMB-003 compliance 75

K

Kensington security slot 5
Kit contents 2

L

Label, specifying 41
Launching WD SmartWare software
- on the Mac 56

LED indicators 4
LEDs
- lock indicator 5

Limited warranty 76

M

Mac
- reformatting the drive to 49
- restarting WD SmartWare software on 56
- safely dismounting drive from 58
- uninstallinig WD SmartWare software 62
- unlocking the drive manually 62

Mail file category, defined 14, 21
Movies file category, defined 14, 21
Music file category, defined 14, 21

N

NTFS format 3, 49

O

Opening WD SmartWare software 36
Operating system requirements 3
Operating systems 3
Other file category, defined 14, 21

P
Password protecting your drive 31
CAUTION about lost passwords 31
Physical description 3
Pictures file category, defined 14, 21
Power button 5, 60
Precautions for handling the drive 6
Preferences options, setting 39
Preferences software setting 38
Product features 1
Product registration 5

Q
Quick Diagnostic Self-test 47

R
Reformatting the drive 49
Registering your drive 41
Registration drive setting 40
Regulatory compliance 75
Requirements, operating systems 3
Restarting the software 36
Retrieve
about retrieving files 27
folder, software setting 38
folder, specifying 38
procedure 27, 30
RoHS 76
Run Diagnostics screen 47

S
Safety compliance 75
Security drive settings 40
Service 76
Set
preferences screen 39
retrieve folder screen 38
sleep timer screen 42
Setting the drive sleep timer 42
SMART Status Check 47
Software Settings
preferences 38, 39
retrieve folder 38
system throttling 38
Space available 36
Settings
See Drive Settings
Status check 36
System
file category defined 56
file category, defined 15, 22
throttling software setting 38
System compatibility 3

T
Temperature check 36

U
UL 75
Underwriters Laboratories Inc. 75
Uninstalling 62
Uninstalling WD SmartWare software 46
Unlocking the drive
with the WD SmartWare software 60
without the WD SmartWare software 61
USB drive interface 5

V
Virtual CD
icon, showing and hiding 40, 45
unlocking the drive from 61

W
Warranty 76
WD service 76
WD SmartWare icon 36
Windows
unlocking the drive from the virtual CD 33

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